



FAQ

Refund Frequently Asked Questions

Q. Why can't I Select a Refund Preference with BankMobile?

A. Students under the age of 16, College Credit Plus students, and students exclusively enrolled in non-credit courses are typically excluded from being able to select a refund preference with BankMobile Disbursements. If you feel you need to select a refund preference, please call 216-987-4960 (option 3) or email bursar@tri-c.edu.

Q. How can I correct my Security Passcode issue?

A. Students have three ways to correct this issue. 1. If the student can log on to their online profile, they can reset the Security Passcode by going to User Profile > Security Profile > Security Passcode. 2. Students can go to the school and ask that they contact Admin Support to have the Passcode removed. 3. Students can fax in a notarized written request to remove the passcode along with a copy of their government issued ID. Students should make sure that they are not confusing Security Passcode with Login Passcode.

Q. How will I receive my refund?

A. Refunds are delivered based on your refund preference with BankMobile Disbursements, a technology solution powered by BMTX, Inc. Students who do not select a refund preference will receive a paper check at a later date. To select a refund preference, students can log in to their My Tri-C Space, Paying for College, Make Refund Choice.

Q. When will I receive my refund?

A. Student refunds are typically processed within 14 days of the credit being generated on a student account. If you do not see a credit balance on your student account, there is nothing to refund at this time.

Q. A refund was posted to my Tri-C account and I have not received it. What can I do?

A. If a refund has been posted to your Tri-C account, log in to www.bankmobilevibe.com to view your refund status & history under the Refunds tab. Students should verify their address in BankMobile Disbursements is current, and then contact BankMobile Disbursements (see Customer Care tab 'Contact Us') to discuss an individual account.

Q. A credit has been on my account for more than 14 days and my refund has not been processed. Why?

A. Some credits may be ineligible for refunds or require additional review. Students withdrawing from classes or taking other actions which affect their financial aid may see a delayed refund processing time. Also, third-party sponsors often require refunds generated from their sponsorship be returned directly to the sponsor.

Q. I dropped classes which I paid for before the term began. When will my payment be refunded?

A. Refund processing for personal payments starts 14 days after the beginning of the term. If you wish to have your payment returned through BankMobile Disbursements before the term begins, please email your request to bursar@tri-c.edu or contact the Enrollment Center at 216-987-4960 (option 3).



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Q. Can I pick up a refund check?

- A. No. All checks are printed at an out-of-state location, making them unavailable for pickup. Select direct deposit as your refund preference to avoid any delays.

Q. Why did I receive a financial aid refund when I still have a balance to pay on my account?

- A. A balance due may be caused by an adjustment in your financial aid. Additionally, if you decline to authorize your aid to pay for miscellaneous charges (non-credit classes, late fees, emergency funds, etc.), you are responsible for paying these charges regardless of financial aid received. Please refer to Financial Aid Policies.

Q. What happens if I change or close my bank account?

- A. If you change your personal bank account, log in to www.bankmobilevibe.com, scroll to Refund Preferences under the Refunds tab, and then choose Change Bank. If you close your personal bank account, choose Cancel Bank. You can also change your preference by selecting Electronic Deposit to a BankMobile Vibe Account. If you need more help please contact BankMobile Disbursements at 877-327-9515.

Q. My refund was processed to an outdated bank account. What can I do?

- A. If the account is inactive and you do not owe fees to the enrolled bank account, please update your refund preference and contact BankMobile Disbursements Customer Care at 877-327-9515 to determine your options once the credit is returned from the inactive account.