

***Issuing Student Refunds Electronically through BankMobile***

Students may have their refund issued electronically or by paper check. Prairie View A&M University is partnering with BankMobile to assist us in issuing your student refund electronically. Students who select to have their refund issued electronically must consent to having BankMobile issue their refunds according to their preference. See more about Bank Mobile at <https://www.refundselection.com/refundselection/#/welcome/continue>

If the student does not wish to use BankMobile Services to receive their refund, they can opt out by way of selecting one of the non-consent options on the promise to pay agreement prior to registration of classes on-line through PVPlace.

**Issuing Refunds Electronically**

Students who have consented to BankMobile and wish to have their refund issued electronically can have their refund deposited directly into their personal bank account, or open a Bank Mobile account for funds to be deposited directly into that account. Students must consent to BankMobile when registering for classes through the promise to pay agreement. You may also consent by clicking the link below to sign on to PVPLACE to consent to receiving your refund through BankMobile: Once in PVPLACE, click on “PantherTracks” and then click on the “student” tab. Select “BankMobile Consent Processing” and then select the “term” that you wish to update. Select whether to consent or not to consent

[www.pvamu.edu/PVPLACE](https://www.pvamu.edu/PVPLACE)

**Refund Options Available**

There are three ways a student can receive their refund. The student can choose the personal account/ACH option, BankMobile Vibe option, or the paper check option**. Note: Students must consent to the use of BankMobile each semester through PVAMU when registering for classes. When you consent to the use of BankMobile for the first time, you must select a preference with BankMobile in order *to receive a refund due from Prairie View A&M University in a timely manner and without delay. Once your refund method preference is selected, you do not need to identify the refund method again with BankMobile unless you wish to change the preference:***

* 1. *Personal Bank Account/ACH Option*-This option is for students who have existing bank accounts and would like to have their refund deposited with their own bank. Once the student consents to BankMobile, they will receive a refund selection kit in the mail (green envelope) to validate their identity. When the student receives their refund selection kit, follow the instructions to select your refund preference and add your banking information to your profile to receive your refund when available. If you do not receive a selection kit in the mail after consenting to BankMobile you may contact Student Receivables at 936-261-1890 to receive a temporary personal code and follow the steps below:
* Go to <https://www.refundselection.com/refundselection/#/welcome/continue>
* Enter your Personal Code
* Select how you would like to receive your refund
  1. *BankMobile Vibe Option*- This option allows the student to have their refund directly deposited in their BankMobile Vibe account. If the student chooses the BankMobile Vibe Option they will have to verify their identity with BankMobile by provided a copy of a valid form of identification such as state driver’s license, military issued identification card, passport, etc… to BankMobile.
  2. *Paper Check Option*-This option is for students that wish to have their refund mailed to them. When the student chooses this option they must verify that their mailing address is correct as listed with BankMobile because the refund will be mailed.

**Refund Schedule**

Refunds are reviewed each Monday at 8 a.m. and issued the following Friday (4 days later). Once the account is reviewed, funds are wired to BankMobile on Thursday to be issued to students on Friday. The student will receive an e-mail from BankMobile with the status of their refund after it has been issued by the University.

**BankMobile Customer Care Service**

Each student can access the BankMobile customer support line Monday thru Friday-9:00 a.m. to 6:00 p.m. EST. Hours may be extended during the beginning of the Fall and Spring. Students may call 1-877-405-8698 or 1-866-663-2228 for assistance with their personal pin code or activation of their card or services.

**When No Refund Option is Selected after Consent with BankMobile**

If a refund is issued to BankMobile and the student has not selected a refund preference, BankMobile will attempt to contact the student via e-mail and phone to alert them of an available refund. If the student does not respond after several attempts, the refund is mailed to the address on file with BankMobile that was provided by the University.

**Refunds issued in error**

The University has the right to request the return of a refund if the refund has been issued to the student in error provided that the funds are unspent and are available to retrieve. If the funds are retrieved, the student will receive a notification that the funds were returned to the University with an explanation provided by the University.

**ATM Locations**

There are over 55,000 Allpoint ATM’s available for fee-free access to funds. ATM locations can be found at the following link: <https://bankmobile.custhelp.com/app/answers/detail/a_id/2746/kw/atm%20location>

**Fee Schedule for Fees that may be Associated with the Use of the BankMobile Vibe Account**

Please see fees that may be associated with the BankMobile Vibe or Interest Bearing Checking Accounts at the following link: <https://bankmobile.custhelp.com/app/answers/detail/a_id/2828/kw/fees>

**Easy Help Menu**

BankMobile provides an easy help menu to answer frequently asked questions regarding BankMobile and the use of the BankMobile Vibe account. The following link provides you with answers to your frequently asked questions: <https://higherone.custhelp.com/app/home>