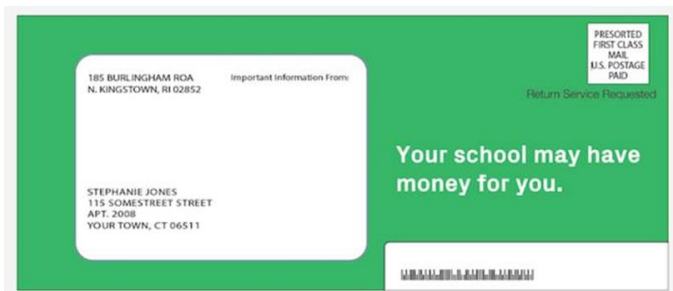


Setting Up a BankMobile Account for CARES Act Refunds for Eligible DCTC Students

April 27, 2020

1. **How will CARES Act funds be distributed to eligible students with an active BankMobile account?**
 - **Eligible students with a BankMobile Account:** CARE Act funds will be automatically directly deposited into eligible student accounts for those eligible students with a BankMobile account.
 - i. BankMobile will send students an email the same business day if they receive money from your school.
2. **How will CARES Act funds be distributed to eligible students without an active BankMobile account?**
 - **Eligible students without a BankMobile account** need to set up an electronic money transfer which will allow BankMobile to transfer funds to your designated bank automatically.
 - i. **For students who have a green envelope previously mailed to them:**
 - A code was sent to you in a green envelope when you registered at DCTC for your first semester. If you still have this green envelope, you can use the activation code in it and follow Steps 2-4 below **OR** you can call the DCTC Business office to get a new activation code (see below Steps 1-4 for instructions) **OR** you can go to [BankMobile's refund selection site](#) and request a code.



- ii. **For students who need an activation code to set up a BankMobile account:**
 - **Step 1:** Contact the DCTC Business Office at Business_office@dctc.edu to get a new BankMobile activation code. The code will be sent to you within 3-5 minutes to your student email on file; or you can go to www.refundselection.com and click on "need a code".
 - **Step 2:** Visit www.refundselection.com to set up your preferences on how you would like to receive your money.
 - **Step 3:** Enter your unique Personal Code.
 - **Step 4:** Select your refund preference on how you would like to receive your money.

Step 1:

- Contact the DCTC business office at Business_office@dctc.edu to get a BankMobile activation code (it will be sent to you via your email on file); OR
- You can also go to www.refundselection.com and click on "need a code"

Step 2:

- Visit BankMobile's refund site at www.refundselection.com to set up your preferences on how you would like to receive your money

Step 3:

- Enter your unique Personal Code

Step 4:

- Select your refund preference on how you would like to receive your money

3. What will happen to my funds if I do not set up my preferences with BankMobile?

- If you do not activate a BankMobile account, your refund will be mailed to you after 21 business days to your student address on file at DCTC after the funds are available.

4. What information can I get on BankMobile?

- BankMobile has the following FAQs on their [website](#):
 - BankMobile does not know in advance when we will receive your refund.
 - We will send you an email the same business day if we receive money from your school.
 - Your school provides BankMobile with a list of everyone who is due a refund (also known as a refund file). Next, a wire transfer which contains the actual funds is sent by your college or university.
 - Once the wire is received, funds are immediately released by BankMobile based on your refund preference. We'll send you an email to your primary email address on file notifying you that your refund has been disbursed. You can also be notified by text message if you have opted in to mobile alerts.
 - BankMobile Customer Support page
https://bankmobile.custhelp.com/app/answers/detail/a_id/2729