



## Crowder College

has partnered with BankMobile to deliver your refund.

### We are committed to:

- Delivering 100% of your refund
- Keeping your data secure
- Allowing students to change refund preferences at any time
- Providing students with clear choices
- Offering great customer service



## All about Crowder College refunds

Visit:

[CrowderOneCard.com](http://CrowderOneCard.com)

Accounts held at Customers Bank, Member FDIC and Equal Housing Lender.  
The Debit MasterCard is issued by WEX Bank pursuant to license from  
MasterCard International Incorporated. The card is administered by BankMobile.

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**BankMobile**  
Disbursements

# All you need to know about refunds!

Look for your Refund Selection Kit. It looks like this:



Once it arrives, simply follow these steps to make your refund preference selection:

1. Visit [CrowderOneCard.com](https://CrowderOneCard.com)
2. Enter your Personal Code
3. Select how you'd like to receive your money

## Your options for receiving your refunds are:

### ELECTRONIC DEPOSIT TO ANOTHER ACCOUNT

Money is transferred to another account the same business day BankMobile receives funds from your school. Typically, it takes 1 – 2 business days for the receiving bank to credit the money to your account.

### ELECTRONIC DEPOSIT TO A BANKMOBILE VIBE ACCOUNT

If you open a BankMobile Vibe account (upon identity verification), money is deposited the same business day BankMobile receives funds from your school.

## Q&A's

### What kinds of money might I receive from Crowder?

The most common type of money BankMobile disburses to students are funds left over from financial aid awards, loans or grants after tuition has been paid. Students receiving these funds have usually requested this additional support to help with books and living expenses. Other types of money may include reimbursement for tuition overpayment or a dropped class. BankMobile uses the term “refund” but Crowder may have another name for these funds, such as a disbursement, residual or a stipend.

### Why am I getting a Personal Code?

You will use your Personal Code to make your refund selection at [CrowderOneCard.com](https://CrowderOneCard.com).

### How will I get a Personal Code?

You will receive your Personal Code in the mail at your primary address on file with Crowder. Just look for the bright green envelope and please make sure your address is up to date.

### How is my money delivered?

Delivery of refund money is a multi-step process. First, Crowder draws funds from the respective loan and/or grant provider and applies it to your student account. Once this information is verified, it is sent to BankMobile. Once the specific refund information is received, it is processed and disbursed according to your selection.

### Can I change my preference for receiving money from Crowder?

Yes. Just log in to [CrowderOneCard.com](https://CrowderOneCard.com) and select “refund preferences” from the “Refund” menu option. Once on the page, simply make your new selection and click the “Update Preference” button to complete the process. Be aware that your new selection will only affect future money you receive from Crowder.

### How will I know when my money has been sent?

BankMobile will send you an email to the address you entered during setup. You can also view the status online at [CrowderOneCard.com](https://CrowderOneCard.com).

### Why am I getting a card?

This card will serve as your official Student ID. Please keep this card for on-campus use. Additionally, if you make your refund preference selection and choose the BankMobile Vibe account, the card will be activated for use as a Debit MasterCard® and linked to your Vibe account.

### What is the BankMobile Vibe account?

Designed exclusively with students in mind, BankMobile Vibe is a checking account that offers the power to bank anywhere, anytime. Plus there's no monthly fee for students.

If you choose to open a BankMobile Vibe account, it is important to note that the Crowder OneCard Debit MasterCard is not a credit card but rather a Debit MasterCard linked to your BankMobile Vibe account

### What if I have additional questions?

You can get easy answers anytime by using our online FAQ database. You can also call the number on the back of your card.

