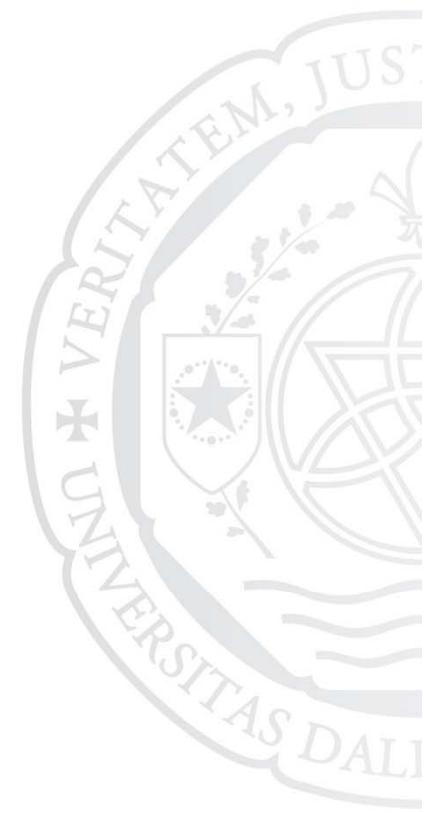


# Student Account FAQs

1. *What is BankMobile and why are they sending me emails?*



# Student Account FAQs

*Each week, Student Account Services reviews student accounts for credit balances. Those accounts found to have a credit balance are flagged and audited to determine the source of the credit balance and, if a refund is warranted, process the refund.*



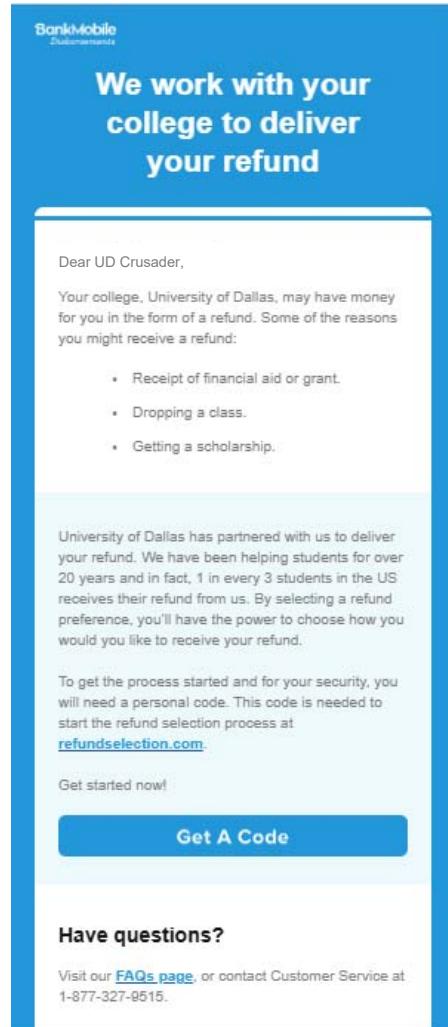
# Student Account FAQs

*There are two methods we use to disburse these refunds:*

- 1. UD's Office of Finance prints a check. The checks are sent via the United States Postal Service or held for the student to pick-up at the Cashier's window on the first floor of Cardinal Farrell Hall on the UD campus.*
- 2. The funds are deposited directly into a bank account specified by the student through our partner, BankMobile.*

*The student has the option of the disbursement method.*

*All new students receive an email from BankMobile offering their services.*



The image shows an email from BankMobile to a University of Dallas student. The email has a blue header with the BankMobile logo and the text "We work with your college to deliver your refund". The body of the email is addressed to "Dear UD Crusader" and discusses reasons for a refund. It includes a list of three items: "Receipt of financial aid or grant.", "Dropping a class.", and "Getting a scholarship.". It also mentions that the University of Dallas has partnered with BankMobile to deliver refunds. A "Get A Code" button is present, and a "Have questions?" section with a link to the FAQ page is at the bottom.

BankMobile

We work with your college to deliver your refund

Dear UD Crusader,

Your college, University of Dallas, may have money for you in the form of a refund. Some of the reasons you might receive a refund:

- Receipt of financial aid or grant.
- Dropping a class.
- Getting a scholarship.

University of Dallas has partnered with us to deliver your refund. We have been helping students for over 20 years and in fact, 1 in every 3 students in the US receives their refund from us. By selecting a refund preference, you'll have the power to choose how you would you like to receive your refund.

To get the process started and for your security, you will need a personal code. This code is needed to start the refund selection process at [refundselection.com](http://refundselection.com).

Get started now!

**Get A Code**

**Have questions?**

Visit our [FAQs page](#), or contact Customer Service at 1-877-327-9515.

*If you chose to receive your refunds by direct deposit, please follow the instructions on the BankMobile email.*

**Thank you,  
The Customer Success Team**

BankMobile Disbursements is a service provided by BMTX that helps colleges and universities across the U.S. deliver refunds to students. We have been helping students for over 20 years! In fact, 1 in every 3 students in the U.S. receives their refunds from BMTX. The BankMobile Vibe Checking Account is a digital-only checking account. BankMobile banking products and banking services are provided by First Carolina Bank.

You are receiving this email because you are a student at a college or university that delivers refunds and other school funds with BankMobile Disbursements. This email was sent to [udcrusader@udallas.edu](mailto:udcrusader@udallas.edu)

The BankMobile Vibe Checking Account is one of your disbursement options, but you are not required to open this account to receive your funds. We encourage you to be aware of the fees and features associated with the other available options. Fees apply to the BankMobile Vibe Checking Account.

BankMobile Disbursements is a technology solution powered by BMTX, Inc.

BankMobile banking products and banking services are provided by First Carolina Bank, Member FDIC & Equal Housing Lender. The BankMobile Debit Mastercard® card is issued by First Carolina Bank pursuant to license from Mastercard International Incorporated. The card is administered by First Carolina Bank. Mastercard and the Mastercard brand mark are registered trademarks of Mastercard International Incorporated. All other names and logos are owned by their respective owners.

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*Follow the instructions on the  
BankMobile website to  
complete the process.*

**Thank you,  
The Customer Success Team**

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*If you have any questions, please contact*

[ClientSupport@firstcarolinabank.com](mailto:ClientSupport@firstcarolinabank.com)

*or*

call Customer Service at 1-877-327-9515

