

# 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 and the student has the option: check or direct deposit.*

## *Check:*

*Students opting to receive their refunds by check will receive an email from [bursar@udallas.edu](mailto:bursar@udallas.edu) when a refund check is ready. The check will be held for pick-up at the Cashier's window on the first floor of Cardinal Farrell Hall. The student has the option of responding to this email with their mailing address and the check will be sent via the United States Postal Service.*

# Student Account FAQs

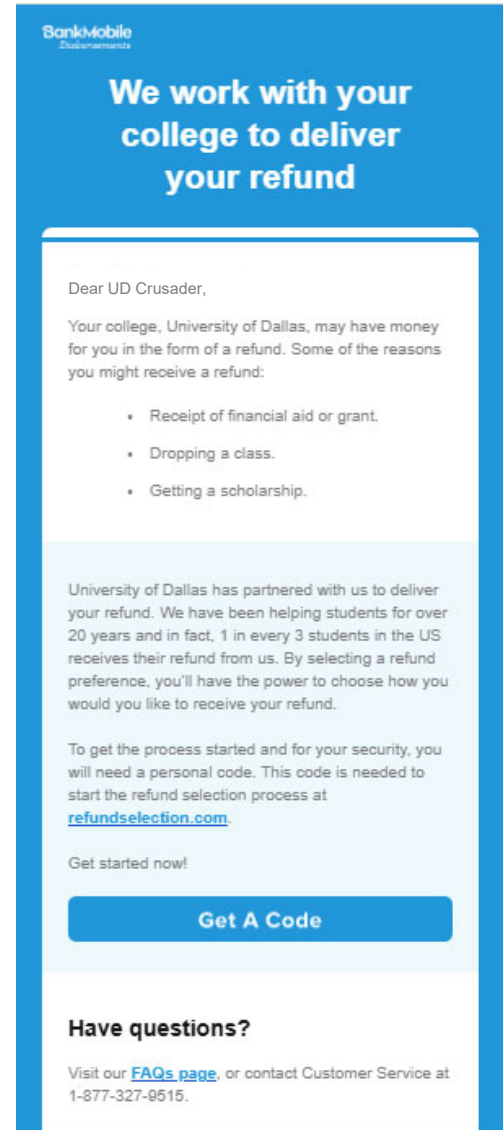
*There are two methods we use to disburse these refunds: check and ACH*

## *Direct Deposit:*

*The refund is deposited directly into a bank account specified by the student through our partner, BankMobile. Once the funds are delivered to BankMobile, the refunds are deposited into the specified account in 1 to 2 working days.*

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

 UNIVERSITY OF DALLAS



BankMobile  
Disbursements

## 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](https://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.*

**UNIVERSITY OF DALLAS**

**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.

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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

