



**Troy University  
has partnered with  
BankMobile to deliver  
your refund.**

### **We are committed to:**

Delivering 100% of your refund

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Keeping your data secure

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Allowing students to change refund  
preferences at any time

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Providing students with clear choices

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Offering great customer service

**VISIT:  
RefundSelection.com**

**BankMobile**



**ALL ABOUT  
Troy  
University  
REFUNDS**

**TROY UNIVERSITY**

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

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## ALL YOU NEED TO KNOW ABOUT refunds!

Be on the lookout for your **Personal Code**. Once it arrives, simply follow these steps to make your refund preference selection:

1. VISIT REFUNDSELECTION.COM

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2. ENTER YOUR PERSONAL CODE

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3. SELECT HOW YOU WANT YOUR  
MONEY DELIVERED

Your options for receiving your  
refunds are:

### DEPOSIT TO AN EXISTING ACCOUNT

Money is transferred to an existing 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.

### DEPOSIT TO A BANKMOBILE VIBE CHECKING ACCOUNT

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

## QUESTIONS?

### What kinds of money might I receive?

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 Troy may have another name for these funds, such as a disbursement, residual or a stipend.

### How will I get a Personal Code?

There are multiple ways you can get a code:

**MAIL:** Look out for the green envelope, your code will be sent to the address you have on file with Troy.

**EMAIL:** BankMobile will send you an email with your code.

**ON DEMAND:** Visit [refundselection.com](https://refundselection.com) and click on the **Need A Code?** link.

You may use any personal code assigned to you to make your refund preference selection.

### How is my money delivered?

Delivery of refund money is a multi-step process. First, Troy 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?

Yes. Just log in to [RefundSelection.com](https://refundselection.com) and select **Refund Preferences** from the **Refunds** menu option. Once on the page, 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 Troy.

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

BankMobile will send you an email to the address you entered during setup or you can view the status of your refund online at [RefundSelection.com](https://RefundSelection.com). You can also sign up for mobile alerts\*. An alert will be sent each time the status of your refund changes. These alerts are sent real-time to provide you with the most up to the minute information regarding your refunds. To sign up, select **Mobile Alerts** from the **User Profile** menu option.

### What is the BankMobile Vibe checking account?

Designed exclusively with students in mind, BankMobile Vibe is a checking account that offers the power to bank anywhere, anytime. If you select the BankMobile Vibe account as your refund choice, you will receive a temporary virtual Debit Mastercard® to use until your physical card arrives in the mail. Identity Verification is required to open up a BankMobile Vibe account online via BankMobile's Customer Identification Program (CIP). You can be ready by having handy one of the following: Government-issued photo ID (non-expired), signed Social Security card or state-issued ID or passport.

### Does the BankMobile Vibe checking account have a monthly service fee?

Yes. The BankMobile Vibe checking account has a \$1.99 monthly service fee for all customers, however, you may avoid this fee by depositing a total of \$300 or more during each statement cycle. Qualifying Deposits include direct deposit, transfers from external bank accounts, check deposits and cash deposits such as those made via Green Dot® Reload @ the Register™. Financial aid refunds or other refunds issued by your school, internal account transfers, fee waivers, fee credits, returned items or dispute credits are not eligible toward the \$300 in total deposits. For full details see our [Fee Schedule](#) and [Terms and Conditions](#).

### What if I have additional questions?

Visit [RefundSelection.com](https://RefundSelection.com) or get easy answers anytime by using our online FAQ database.

\* Message and data rates may apply, please see your provider for details.