



Kent State University has partnered with BankMobile to deliver your student refund.

BankMobile is 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

Q: What kinds of money might I receive from KSU?

A: 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. Other types of money may include reimbursement for tuition overpayment or a dropped class.

Q: Why am I getting a Personal Code?

A: You will receive your Personal Code in the mail at your primary address on file with KSU. Just look for the bright green envelope and please make sure your address is up to date. Once it arrives, visit RefundSelection.com, enter your Personal Code, and select how you'd like to receive your money.

Q: How is my money delivered?

A: Delivery of refund money is a multi-step process. First, KSU must request a refund from 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 refund selection.

Q: How will I know when my money has been sent?

A: BankMobile will send you an email to the address you entered during setup. You can also view the status online at RefundSelection.com.

Q: What are my refund selection options?

- A:**
- Electronic deposit to your personal bank account
 - Electronic deposit to a BankMobile Vibe account

One Stop for Student Services

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Fax: 330-672-6001 • onestop@kent.edu • www.kent.edu/onestop



Q: What is the BankMobile Vibe account?

A: 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.

Q: Can I change my preference for receiving money from KSU?

A: Yes. Just log in to RefundSelection.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 KSU.

Q: What if I have additional questions?

A: Visit RefundSelection.com or get easy answers anytime by using our online FAQ database.

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