



Dear Students,

To provide more flexible options for receiving refunds, CSUB has partnered with BankMobile to deliver financial aid and other school refunds to CSUB students, beginning the week of 10/19/2020.

The new refund program will give you the following options for receiving refunds:

DEPOSIT TO AN EXISTING ACCOUNT – Money is transferred to an existing account the same business day BankMobile receives funds from CSUB. Typically, it takes 1 – 2 business days for the receiving bank to credit the money to your account.

DEPOSIT TO A BANKMOBILE VIBE ACCOUNT – If a student opens a BankMobile Vibe Checking Account (upon identity verification), money is deposited the same business day BankMobile receives funds from CSUB.

PAPER CHECK DELIVERED BY USPS – A check is mailed the same business day BankMobile receives funds from CSUB, provided receipt is within daily cutoff times. Typically, it takes 5 – 7 business days for the check to arrive, depending on USPS First-Class® delivery timeframes.

All students will be asked to select a refund delivery preference from the options listed above. Here's what you need to do:

1. **Log in to your account at my.csub.edu.**
2. **Follow these steps**
 - Under Finances, click Manage Your Refunds
3. **Select how you want your money delivered**

If you select the BankMobile Vibe Checking Account as your refund choice, you will receive a temporary virtual Debit Mastercard® to use until your physical card arrives in the mail.

For more information, students should visit BankMobileDisbursements.com/refundchoicesso

Students, as always, you are our first priority. We believe this change will be beneficial in getting aid and other financial awards to our students quickly and securely. We are here to help and support you.

Julie Oberlies, Director/Associate Controller, Student Financial Services

Queen E. King, Associate Vice President of Financial Services and Controller