Important Information for Students

Eligible to Receive Student Account Credit Balance Refunds

Certain Johns Hopkins University students are eligible to receive refunds resulting from credit balances in their student accounts. In response to requests from these students to provide more flexible options for receiving refunds, the university completed an assessment of outside vendors and selected Higher One as its electronic refund vendor. BankMobile (bankmobiledisbursements.com) recently acquired Higher One and the university’s electronic refund services are now provided by BankMobile.

BankMobile offers students the opportunity to receive their refunds in one of two ways: direct deposit into an existing personal bank account or direct deposit into a new BankMobile checking account (with an associated debit card).

STUDENTS SHOULD KNOW THEY DO NOT NEED TO OPEN A BANKMOBILE CHECKING ACCOUNT OR USE A BANKMOBILE DEBIT CARD TO OBTAIN REFUNDS THROUGH BANKMOBILE. OPENING A BANKMOBILE CHECKING ACCOUNT IS JUST ONE OF THE TWO AVAILABLE OPTIONS.

The nature of the services BankMobile provides as well as the key terms of the BankMobile contract is something the University wants students to fully understand. Under the university’s BankMobile contract, BankMobile provides a unique personal code to students eligible to receive refunds resulting from credit balances in their JHU student account. This personal code secures login access to BankMobile’s RefundSelection.com web site so that a student can select his or her refund option -- direct deposit into an existing personal bank account or direct deposit into a new checking account (with an associated debit card) with BankMobile.

If a student selects the option to open a BankMobile checking account, the student will receive a BankMobile debit card which also can be used for cash withdrawals at an ATM or to pay for goods and services at most retail establishments or on the Internet. When using a BankMobile debit card, students have access to over 55,000 fee-free Allpoint® Network ATMs located at most 7-11 and CVS stores as well as other select retailers. On-campus Cardtronics ATMs (also fee-free) are located at:

- Homewood Campus, Levering Hall
- Bloomberg School of Public Health, Student Lounge
- Peabody Institute, Unger Lounge
- SAIS, Washington, D.C., Student Lounge
Students should explore and understand their options before deciding to use any debit card, including the one provided with the BankMobile checking account. Recently, fees associated with banking services provided to college students have been the subject of criticism from various government officials and consumer groups. For previous media articles and educational materials regarding this issue, please refer to:

- The U.S. PIRG Education Fund's pamphlet, “The Campus Debit Card Trap"
- A New York Times article from its Making the Most of Your Money blog

THE UNIVERSITY DOES NOT ENDORSE BANKMOBILE’S CHECKING ACCOUNT AND DEBIT CARD OPTION OVER THE OTHER AVAILABLE OPTIONS. Additionally, the university does not receive any compensation or financial incentives from BankMobile related to its checking or debit card services. To avoid confusion about the university's relationship with BankMobile, the university has no branding on BankMobile debit cards, paper checks and associated marketing materials. The university also will not permit BankMobile (or any other financial service provider) to distribute information to students that does not clearly disclose all material terms, especially fees.

When finalized, the University's agreement with Customers Bank to provide electronic refund processing through BankMobile will be available at:

http://studentaffairs.jhu.edu/viceprovost/consumer-information/

If you use an existing personal bank account for refunds, see your bank for a fee schedule. If you use a BankMobile account, visit BankMobile's Web site for a detailed list of fees.

http://bankmobilevibe.com/fee-schedule.

If you have any questions or concerns about BankMobile or the receipt of your refund, please contact your divisional JHU Student Accounts Office.