

Three Easy Ways to Receive Refunds With the SOU ID Card!

The days of standing in line in Churchill Hall to pick up a refund check are over!

SOU no longer disburses refund checks from the cashier windows in Business Services. Instead, with a multifunction student identification card provided by HigherOne (a provider of customized financial services dedicated to the higher education market), **you choose the way your refunds are delivered.**

Three options are available to you:

- ✓ Direct deposit (by HigherOne) to the bank of your choice. If you currently use Direct Deposit, you will need to re-submit bank account information to HigherOne.
- ✓ Paper check (mailed by HigherOne) to the address you select.
- ✓ Direct deposit to a OneAccount, an FDIC insured checking account through HigherOne.

Your SOU ID card is sent to you by mail. This is critical: Make sure you do not accidentally discard the SOU OneCard. Because it can also function as a debit card, you might confuse your ID card with other card offerings that arrive in the mail. Once you receive your SOU OneCard, you must log on to <http://www.SOUOne.com/> to activate your card. Activation is required to access many campus services and to obtain refunds from the university. To avoid any delays in campus services, **it is important to activate your card immediately** after it arrives in the mail.

We've anticipated questions you may want to ask and provided the answers below. Please do not hesitate to contact us if you have additional questions: visit <http://www.SOUOne.com/> or e-mail SOUOne@sou.edu. If you prefer, you may stop by Business Services (Churchill Hall, Room 150) Monday through Friday from 9:00 a.m. to 4:00 p.m., or call Business Services at 541-552-6311.

What happens if I choose direct deposit of my refund to my current bank account?

You must activate your SOU OneCard and select the option to have your monies directly deposited into another bank account. Then simply print, complete, and mail the Third Party Form (available at <http://www.SOUOne.com/>) to the address indicated on the form. When HigherOne receives the form and your monies are made available by SOU, your funds will be deposited into your designated bank account in one to three business days. If you currently use Direct Deposit, you will need to re-submit bank account information to HigherOne.

What happens if I choose to have my refund mailed to me as a paper check?

You must activate your SOU OneCard and select the option to have a paper check mailed to you. Once SOU makes the monies available, HigherOne will mail a check within two business days from Connecticut to the address you designate. Depending on the mailing time, your check should be delivered to your address within four to five business days.

What happens if I choose direct deposit of my refund to a OneAccount?

You must activate your SOU OneCard and select the option to have your monies directly deposited into your OneAccount. When your monies are made available by SOU, your funds will be deposited into your OneAccount the next day. When money is deposited into your account, you will receive an e-mail confirmation. With money in your OneAccount, the SOU OneCard also serves as a MasterCard Debit Card: you can access your money from ATMs, make purchases anywhere MasterCard Debit is accepted, and transfer money electronically. In addition, you will be able to see the details of your OneAccount by accessing your statement at <http://www.SOUOne.com/>.

Are there fees associated with using a OneAccount?

Yes, there can be usual and customary fees associated with the OneAccount.

- ✓ If you use an ATM machine that is **not** a HigherOne designated ATM machine, you will be assessed a fee by that specific institution in addition to a \$1.50 per transaction fee charged by HigherOne. The HigherOne designated ATM machine will be located on campus in Stevenson Union.
- ✓ If you initiate a debit purchase, by entering your PIN number instead of a signature-based debit card transaction, you will be assessed 50 cents per transaction.
- ✓ A complete list of fees is available at <http://www.SouOne.com/>.

Is there a maximum amount I can withdraw on a daily basis through a OneAccount?

Yes, there is a maximum daily ATM withdrawal of \$500 and a maximum limit of \$2,500 on any signature-based debit card transactions.

What happens if I never activate my SOU OneCard and I am due a refund?

You will be sent an e-mail notification to your SOU student e-mail account indicating that SOU has processed a refund for you. Log on to <http://www.SOUOne.com/> to activate your card and select your payment method. Failure to activate your card and select a payment method will result in your refund being returned to SOU.

What happens if I incur charges at SOU after my financial aid refund check is processed?

You will be sent a billing statement or reminder if any additional charges are incurred after your refund is processed. You are responsible for payment of these charges by the published due date. All billings, in e-mail or hard copy, are sent on or about the 10th of the month. The first two billings of each term you will receive a statement if you owe \$5.00 or more. If you owe \$4.99 or less, you will receive a reminder in student email to check SISWeb for your updated account summary, account balance, and amount due. The third billing of each term no statements will be mailed. You will receive a reminder in student email to check SISWeb for your updated account summary, account balance, and amount due.

What if I have questions concerning my banking options?

The fastest and easiest way to get answers to your questions is through *Easy Help* at <http://www.SOUOne.com/>.

