

BMCC DISBURSEMENT PROCESS FAQ

What is this disbursement process?

BMCC partnered with BankMobile (formerly known as HigherOne) to offer students a new way to receive financial aid refunds. Students have the option to

- 1) Use their own bank account to have funds deposited (funds available in 2-3 business days), *or*
- 2) Activate the BankMobile Vibe card to have funds deposited (funds available the same day), *or*
- 3) Choose to have a paper check mailed to you (5-7 business days).

As soon as you receive the **GREEN ENVELOPE**, follow the instructions to activate your account.

When should I expect the green envelope?

Your information will be sent to BankMobile the day after you enroll for classes. BankMobile will then mail you the green envelope. It takes about 7-10 days for the envelope to arrive.

Will my financial aid be available as soon as I sign up?

Yes, if you have been awarded and have leftover funds after tuition and fees have been deducted.

When is the first disbursement for each term?

The first disbursement for each term will be the last business day before the start of the term. See the Dates and Deadlines posted on BMCC's Financial Aid website at <http://www.bluecc.edu/enrollment-services/registration-/academic-calendars/financial-aid-dates-and-deadlines>.

How can I get my books?

BMCC no longer has a book voucher system. The **Agency Book Voucher** and **Emergency Book Loans** *have not* been discontinued. For information on Emergency Book Loans, please see the "*Can I apply for an emergency book loan?*" section below.

For those not qualified for any of the existing book voucher options, careful planning and responsible spending are extremely important. There are MANY options:

- Buying out-of-pocket from BMCC Bookstore,
- Renting from BMCC Bookstore's website via Chegg or Rafter,
- Using reserve copies at the library,
- Speaking with the instructor about books that can be borrowed, or
- Working with TRiO (if you are a TRiO participant).

You may contact the Book Store at www.bookstore.bluecc.edu for information on buying or renting textbooks.

Can I apply for an emergency book loan?

The Emergency Book Loan procedure is designed to assist students in the period between the start of classes and financial assistance disbursement and is primarily for the purpose of providing students a book voucher (for books only) to take to the Bookstore and be ready for classes.

Students with financial aid awards of amounts less than their tuition, fees, and textbook expenses who **do not** have other forms of financial assistance, or whose financial aid hasn't been received through no fault of their own, have an option to request an emergency book loan not to exceed \$500. Students must:

- 1) Complete the **BMCC Emergency Book Loan Request and Promissory Note** form and submit it to the Service Center for signatures and approval of the Controller, or designee. Please visit: <http://www.bluecc.edu/enrollment-services/financial-aid/paying-for-college/student-emergency-loans> for more information and the forms.
- 2) Demonstrate a need that is:
 - Due to an emergency situation;
 - Unanticipated in nature or the result of another unanticipated expense and not the result of poor planning;
 - Not recurring in nature;
 - Have financial means to cover the amount being requested (pay check, pending scholarship funds, etc.)

The deadline for submission of an emergency book loan is the Wednesday of the first week of classes no later than 4:00 p.m.

Students can obtain the Emergency Book Loan Voucher by going to any BMCC Service Center and then procure their books at a BMCC Bookstore.

Students are expected to repay the loan by the end of the issued term. Failure to pay will result in a financial hold on the student's account. At the end of the term (approx. 60 days), the student's account will be subject to college collection procedures.

I lost my green envelope!

If your refund is available, call the service center at 541-278-5759 and ask to be transferred to the Financial Aid office. An instant code can be generated so you can activate your account right away.

If you have not been awarded and would like another envelope mailed to you, the Service Center can assist you.

What if I have more questions about BankMobile?

Visit <https://www.vibeaccount.com/>.

Find answers to common questions at <https://higherone.custhelp.com/app/home>.

Call the Service Center at 541-278-5759. If they cannot answer your question, you will be transferred to the Financial Aid office.