

# Financial Aid Disbursements & Refunds

Only Chafee Grant checks are disbursed by Student Accounts in the Welcome Center.



Cabrillo College has partnered with BankMobile Vibe (formerly Higher One) to deliver student refunds. The most common type of money BankMobile Vibe disburses to students are federal work-study earnings and funds left over from financial aid awards, loans or grants after tuition has been paid. Students who have a credit balance, or who are due a refund, will receive a 'Refund Selection Kit' within 7-10 business days which will be emailed and mailed to the primary address on file in Webadvisor. The Refund Selection Kit will be in a bright green envelope with instructions and can be delivered to P.O. boxes.

Once it arrives, simply follow these steps to make your refund preference selection:

1. Visit [RefundSelection.com](http://RefundSelection.com)
2. Enter your Personal Code found in the envelope or email
3. Select how you'd like to receive your money



Your options for receiving your refunds are:

- **Direct Deposit to Bank Account** -- This option allows the student's financial aid/refund to be placed in their current personal checking/banking account with any banking institution in the U.S. Accuracy matters when entering your bank's routing number and your account number.
- **BankMobile Vibe Card** -- This option places your award/refund on a MasterCard® debit card, which may be used as a debit card to make purchases, get cash at ATMs and pay bills. A temporary 'virtual card' will be issued while the physical card is mailed after refund selection is made. Go to [Allpointnetwork.com](http://Allpointnetwork.com) for ATM locations.
- **Check** -- If no action is taken to select a refund preference, a check will be mailed to the primary address in your WebAdvisor account after one month.



Your school has partnered with BankMobile to deliver refunds and offer you smarter ways to manage your money.



If you are expecting your Refund Selection Kit, you can easily check the status online. Simply:

- Visit <https://www.vibeaccount.com/cardoffice/card/search/InitSearch.do>
- Enter the requested information
- Click Continue

If you have a credit balance and did not receive the code or you inadvertently discarded it, you can contact Cabrillo Student Accounts at 831-477-5645 or [vaabbott@cabrillo.edu](mailto:vaabbott@cabrillo.edu) to request a new code.

If you have questions about accessing your refund, visit <https://higherone.custhelp.com/app/home>, contact BankMobile Vibe via preferred method below or visit Cabrillo's Welcome Center in SAC East building.



## Get in touch



### Customer Care by Phone

1-877-327-9515

Hours of Operation:

8am - 11pm ET

7 days a week



### Customer Care by Email

Email your question to our Customer Care agents by logging in to your account and clicking on the FAQ button. Click Email Support Team and complete the form. Your note will be sent securely to us.



### BankMobile by mail

115 Munson Street

New Haven, CT 06511



### Automated Service Line

1-877-327-9515

Available 24 hours a day,

7 days a week.



### BankMobile Disbursements

Twitter @askbmd

Facebook @bankmobiledisbursementsfaqs