

Maricopa Student Refund Prepaid Card

Frequently Asked Questions Overview

What is the Maricopa Student Refund Prepaid Card?

Students eligible to receive a financial aid refund may receive payments on a Maricopa Student Refund Prepaid Card. This is not a credit card. It is a prepaid Visa® card accepted at any store or ATM where Visa debit is accepted. Student payments will be automatically deposited to the card and can be used immediately.

Why the card?

The MCCC Student Refund Prepaid Card is faster, safer and more flexible than checks. Payments are loaded electronically and can be used immediately. That means no more trips to the bank or check cashing fees, and it doesn't require a bank account. And because it's a prepaid card, it doesn't affect your credit.

How do I enroll?

Eligible students will receive an email with easy steps for enrolling. Students will need to opt in to receive the card and verify a mailing address.

Using the Card

Where can I use my card?

Your card works much like other prepaid or debit cards. Use it wherever Visa is accepted – online, over the phone, at grocery stores, gas stations, retail stores, restaurants, medical offices, on campus, etc. You may even purchase textbooks.

Is the Student Refund card a credit card?

No. It is a prepaid Visa card. It can only be used up to the available balance, and it does not affect your credit.

Can I use this card to pay tuition fees?

Yes. There is no cost to use the card to pay tuition fees.

Customer Service

Who can I contact if I have enrolled but not received my card?

If you have not received your card within 5 business days of enrolling please contact the toll-free 24/7 multilingual Customer Support team at 866-326-8689 or help@citiprepaid.com.

Schedule of Cardholder Fees

Description	Fee
Cash Withdrawal at Teller (Any Visa member bank)	FREE
Signature Transactions at Point of Sale (POS)	FREE
PIN Transactions at POS	\$0.50
In-Network ATM Withdrawal One ATM located on each campus	FREE
Out-of-Network ATM Withdrawal (first transaction after each deposit)	FREE
Out-of-Network ATM Withdrawal (after first free)	\$3.00 per transaction
International ATM Withdrawal	\$3.00 per transaction
Real-Time Online Account Balance and Transaction History	FREE
IVR and Live Customer Service (24/7)	FREE
Card Maintenance	FREE
Visa Zero Liability Protection	FREE
Email and Text Message Alerts	FREE
PIN Reset/Change	FREE
In-Network ATM Balance Inquiry	FREE
Out-of-Network ATM Balance Inquiry	\$0.50 per transaction
ATM / POS Decline	\$1.50 per transaction
Insufficient Funds / Overdraft	No Fee
Card Replacement	\$14.95 per request
Check Stop Payment	\$15.00 per request
International Transaction Fee ¹	3% per transaction
Inactive Account Fee ²	\$3.00 per month
¹ International Transaction Fee: A 3% fee will be applied to all transactions made outside the United States. This fee is included in the total amount of the settled transaction. See the Terms of Use for additional information regarding Foreign Transactions.	
² Following a 12 month grace period, an Inactive Account will be defined as any account that has not received a payment or completed a withdrawal transaction within 90 days.	

Fees

Are there fees at ATMs?

There is NO fee when getting cash at any Citibank network ATM. There is a \$3.00 per withdrawal fee when used at ATMs outside the Citibank network. Depending upon the non-Citi ATM machine used, the ATM provider may impose charges for your transaction that are in addition to the ATM Fees listed above.

To find the Citibank network ATM nearest you, go to: <http://go.mappoint.net/citibankV2/Index.aspx>.