

# The Maricopa Student Refund Program, Frequently Asked Questions.



## About the Program

### What is the Maricopa Student Refund Program and how does it affect me?

The Maricopa Student Refund Program (MSRP) is a benefit for eligible students enrolled in Maricopa Community College. The program is designed to help students pay for their education. The MSRP is a benefit for eligible students enrolled in Maricopa Community College.

### Why isn't Maricopa issuing refund checks anymore?

Due to the COVID-19 pandemic, Maricopa Community College has suspended the issuance of refund checks. All refund payments will now be made via direct deposit to the student's bank account.

### How is MSRP different from the past refund process?

The MSRP is a new program that allows students to receive their refund payments directly into their bank accounts. This is a change from the previous process where refund checks were issued. The MSRP is a new program that allows students to receive their refund payments directly into their bank accounts.

### What if I don't enroll?

If a student does not enroll in a semester, they will not be eligible for the MSRP refund. The MSRP is a benefit for students who are currently enrolled in a semester. If a student does not enroll in a semester, they will not be eligible for the MSRP refund.

### How will I choose the method of payment that's best for me?

Students can choose between direct deposit and a Visa prepaid card. Direct deposit is the preferred method as it is faster and more secure. The Visa prepaid card is an alternative option for students who do not have a bank account. Students can choose between direct deposit and a Visa prepaid card.

### What if I lose the link to the enrollment site?

Students can access the enrollment site through the Maricopa Community College website. If a student loses the link, they can find it by searching for the enrollment site on the website. Students can access the enrollment site through the Maricopa Community College website.

### What is my Maricopa student Email account, and how do I access it?

Maricopa student email accounts are created for all students. The email address is typically in the format of [Student ID]@maricopa.edu. Students can access their email through the Maricopa Community College website.

### How long will it take for me to receive my refund?

Refund payments are typically processed within 10 business days of the end of the semester. The exact timing may vary depending on the student's bank and the time of year. Refund payments are typically processed within 10 business days of the end of the semester.

### If I change to another Maricopa college do I need to re-enroll or update my payment choice with Citi?

Students who change colleges within Maricopa Community College do not need to re-enroll. However, they may need to update their payment information if they are using Citi for their refund. Students who change colleges within Maricopa Community College do not need to re-enroll.

### Will I have to re-enroll every semester that I am awarded financial aid?

Students who receive financial aid must re-enroll every semester to remain eligible for the aid. This includes students who receive the MSRP refund. Students who receive financial aid must re-enroll every semester to remain eligible for the aid.

### If I am receiving a non-financial aid refund, and I have already enrolled to receive a financial aid refund, do I need to enroll again?

Yes, students who receive a non-financial aid refund must re-enroll to receive a financial aid refund. The MSRP refund is a separate benefit from financial aid. Students who receive a non-financial aid refund must re-enroll to receive a financial aid refund.

### I don't want my refund to be processed by Citi, are there any other options to receive my refund?

Students can choose between direct deposit and a Visa prepaid card. Direct deposit is the preferred method. The Visa prepaid card is an alternative option for students who do not have a bank account. Students can choose between direct deposit and a Visa prepaid card.

### Can I divide my refund between direct deposit and the Visa prepaid card?

Yes, students can split their refund between direct deposit and a Visa prepaid card. This allows students to have a backup plan in case their bank account is closed. Students can split their refund between direct deposit and a Visa prepaid card.

### Will I be able to pick up my refund at my campus?

Students can pick up their refund at their campus if they do not have a bank account. This is a temporary measure to help students who are unable to receive their refund via direct deposit. Students can pick up their refund at their campus if they do not have a bank account.

### How soon can I enroll?

Students can enroll in a semester as soon as they have completed the enrollment process. The MSRP refund is available for the semester in which the student enrolls. Students can enroll in a semester as soon as they have completed the enrollment process.

### Who do I call if I have questions about my refund?

If you are unable to access your refund, please contact the Student Account Office at 1-888-561-1829. If you have any questions about your refund, please contact the Student Account Office at 1-888-561-1829.

### If I no longer want my financial aid after I have been funded, how do I return the money?

If you no longer want your financial aid, you can request a refund of the funds. Please contact the Student Account Office at 1-888-561-1829 for more information.

### What if I don't have a bank account?

If you do not have a bank account, you can still receive your refund. We can issue a paper check to you. Please contact the Student Account Office at 1-888-561-1829 for more information.

### What if I change my mind about how I wish to receive my funds? Will I be charged a fee?

You can change your preferred method of receiving your funds. Please contact the Student Account Office at 1-888-561-1829. There is no fee for changing your preference.

### Are there any charges to the student for any of the payment options?

No, there are no charges for any of the payment options. Please contact the Student Account Office at 1-888-561-1829 for more information.

### I can see that my financial aid refund has been posted to my Student Account, but I've called Citi, and they don't have a record of it. What's going on?

The refund may have been posted to your account but not yet available. Please wait 24 hours before contacting Citi. If you still do not have the funds, please contact the Student Account Office at 1-888-561-1829.

### Why is there a penny refund on my account?

This is a normal occurrence and is not a concern. It is due to rounding of the refund amount. Please contact the Student Account Office at 1-888-561-1829 for more information.

### I am concerned when I read the terms and conditions associated with electronic payment. Can I refuse to accept them?

You can refuse to accept the terms and conditions. Please contact the Student Account Office at 1-888-561-1829 for more information.

### I enrolled and selected the electronic payment, but I changed my mind. Now I can't access the paper check option on-line. What should I do?

You can change your preference. Please contact the Student Account Office at 1-888-561-1829 for more information.

### About the Card

#### What is a prepaid debit card and will it affect my credit?

A prepaid debit card is a card that you can use to make purchases. It does not affect your credit. Please contact the Student Account Office at 1-888-561-1829 for more information.

#### How can I use the prepaid card?

The prepaid card can be used at any merchant that accepts Visa. Please contact the Student Account Office at 1-888-561-1829 for more information.

#### Do prepaid debit cards have an expiration date? What happens when my card expires?

Yes, the card has an expiration date. If it expires, you will need to request a new card. Please contact the Student Account Office at 1-888-561-1829 for more information.

#### What if I haven't received my Visa prepaid card when my refund is processed by Citi?

If you have not received your card, please contact Citi at 1-800-221-1111. Please also contact the Student Account Office at 1-888-561-1829.

#### Am I limited to using an ATM to receive cash from my prepaid card?

You are not limited to using an ATM. You can use the card at any merchant that accepts Visa. Please contact the Student Account Office at 1-888-561-1829 for more information.

## I was told that there were no fees to use my Prepaid Debit Card, but I received a \$.50 PIN POS charge.

The \$.50 charge is a PIN POS charge. The card is a VISA Prepaid Card, not a Credit Card. The fee is for the Prepaid Debit Card.

## Direct Deposit

### What happens if I entered the wrong bank account information?

If the direct deposit information is incorrect, the funds will be returned to the bank account. You can call the Prepaid Card Service at 1-888-561-1829. The direct deposit information is on the Prepaid Card Service card.

### Can I use an international bank account for Electronic Funds Transfer (EFT)?

No. Funds can only be deposited to a U.S. (United States) bank account.

### What happens if my banking information changes after I enrolled in direct deposit?

If the banking information changes, you must call the Prepaid Card Service at 1-888-561-1829. The direct deposit information is on the Prepaid Card Service card.

### How do I change my payment selection if I do not want direct deposit anymore?

If you do not want direct deposit anymore, you can call the Prepaid Card Service at 1-888-561-1829. The direct deposit information is on the Prepaid Card Service card.

### How does direct deposit work?

#### Can I use a savings account?

If you have a checking or savings account, you can use it for direct deposit. The direct deposit information is on the Prepaid Card Service card.

### Why do I have to enroll for a prepaid card when I want a direct deposit to my bank account?

The direct deposit information is on the Prepaid Card Service card. You must enroll for a prepaid card when you want a direct deposit to your bank account.

## Why does the enrollment screen for direct deposit include percentages?

The enrollment screen includes percentages for the direct deposit. The percentages are for the direct deposit information.

## Security & Privacy

### What if my card is lost or stolen?

If your card is lost or stolen, you should call the Prepaid Card Service at 1-877-855-7201. The direct deposit information is on the Prepaid Card Service card.

### What if I threw away or destroyed my card?

If you have thrown away or destroyed your card, you should call the Prepaid Card Service at 1-877-855-7201. The direct deposit information is on the Prepaid Card Service card.

### Can I get a paper check if my card is lost or stolen?

No. A paper check cannot be issued if your card is lost or stolen. The direct deposit information is on the Prepaid Card Service card.

### I forgot my Personal Identification Number (PIN). How do I get a new one?

If you forgot your PIN, you can call the Prepaid Card Service at 1-888-561-1829. The direct deposit information is on the Prepaid Card Service card.

