

HEERF Emergency Relief Application Summer Semester 2021

(Messaging incorporated into the application process)

Inactive Refund Preference – Student

Dear {Student first name},

Our records indicate that you have been approved for an Emergency Student Assistance grant payment but have not completed your refund selection with BankMobile. NTC is using BankMobile to distribute these payments. The NTC Refund Selection Kit is in a bright lime green envelope, and contains the steps for you to make your refund selection. **Without a refund preference, there will be a significant delay in the disbursement of your funds.**

There are two options to choose from:

- **Electronic Deposit to Another Account** - If you have another checking or savings account you would like the funds directed to, you can choose the ACH option and have the funds sent via ACH to your account. Typically takes 1-2 business days to be credited to your account.
- **Electronic Deposit to a BankMobile Vibe Account** - If you open a BankMobile Vibe account, upon identity verification, your money is deposited to the account the same day NTC sends it to BankMobile. With money in your BankMobile Vibe account, you can use your NTC BankMobile debit card to make purchases wherever Debit MasterCard is accepted. You will be issued a virtual card for internet purchases until your debit card arrives in 5-7 days. You can also use online bill pay before your debit card arrives. BankMobile may access a monthly service fee if certain criteria is not met. Please see Bank Mobile's Fee Schedule for further information. <https://www.vibeaccount.com/studentaccount/feeschedules.do>

If you have misplaced or have not received your NTC BankMobile Selection Kit, you can log in to my.ntc.edu and follow the steps below.

- Log in to my.ntc.edu
- Click on Billing and Financial Aid Menu
- Select Bank Mobile Sign-On
- Select Make Your Initial Refund Selection
- Select how you want your money delivered

Please feel free to contact the Student Finance office at studentfinance@ntc.edu if you have any questions.

BankMobile Introduction - Student

Dear {Student first name},

Our records indicate that you have been approved for an Emergency Student Assistance grant payment. NTC is using BankMobile to distribute these payments. BankMobile will be sending you a

NTC Refund Selection Kit which will be in a bright lime green envelope, and contains the steps for you to make a refund selection. **Without a refund preference, there will be a significant delay in the disbursement of your funds.**

There are two options to choose from:

- **Electronic Deposit to Another Account** - If you have another checking or savings account you would like the funds directed to, you can choose the ACH option and have the funds sent via ACH to your account. Typically takes 1-2 business days to be credited to your account.

- **Electronic Deposit to a BankMobile Vibe Account** - If you open a BankMobile Vibe account, upon identity verification, your funds are deposited to the account the same day NTC sends it to BankMobile. With money in your BankMobile Vibe account, you can use your NTC BankMobile debit card to make purchases wherever Debit MasterCard is accepted. You will be issued a virtual card for internet purchases until your debit card arrives in 5-7 days. You can also use online bill pay before your debit card arrives. BankMobile may access a monthly service fee if certain criteria is not met. Please see Bank Mobile's Fee Schedule for further information. <https://www.vibeaccount.com/studentaccount/feeschedules.do>

If you would like your payment sooner, you can log in to my.ntc.edu and follow the steps below.

- Log in to my.ntc.edu
- Click on Billing and Financial Aid Menu
- Select Bank Mobile Sign-On
- Select Make Your Initial Refund Selection
- Select how you want your money delivered

Please feel free to contact the Cashiers office at studentfinance@ntc.edu if you have any questions.
