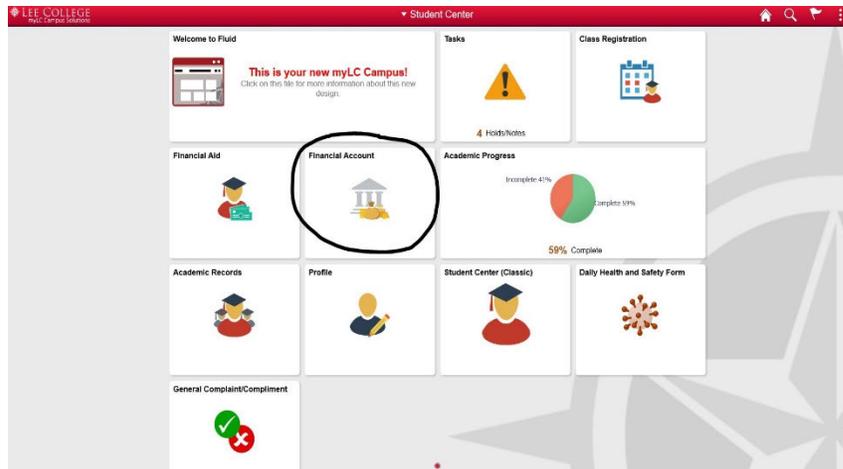


# How to Manage Your Refund (Setting up BankMobile)

## For First-Time Setup

From your Student Center home screen, click the Financial Account block.



Click the Manage Refund block, then click the Continue to Refund Setup, which will take you to a third-party vendor, BankMobile, which handles all Lee College refunds and Financial Aid disbursements.



Continue with the BankMobile website, following the prompts to set up your profile and complete the account set-up process. Be sure to note your BankMobile login and password.



BankMobile  
Disbursements

Welcome Absolute!

Lee College has chosen to partner with BankMobile Disbursements to deliver your financial aid refunds.

BankMobile has been helping students for over 19 years and provides all students with great customer service and clear choices to receive your money.

To avoid any delays in accessing your money, you must select a refund option. The BankMobile Vibe Checking Account is one of your refund options but you are not required to open this account to receive your refund.

[CLICK TO SET UP YOUR PROFILE](#)

When you log in, these are your choices.

You can select to deposit into your own financial institution (bank).

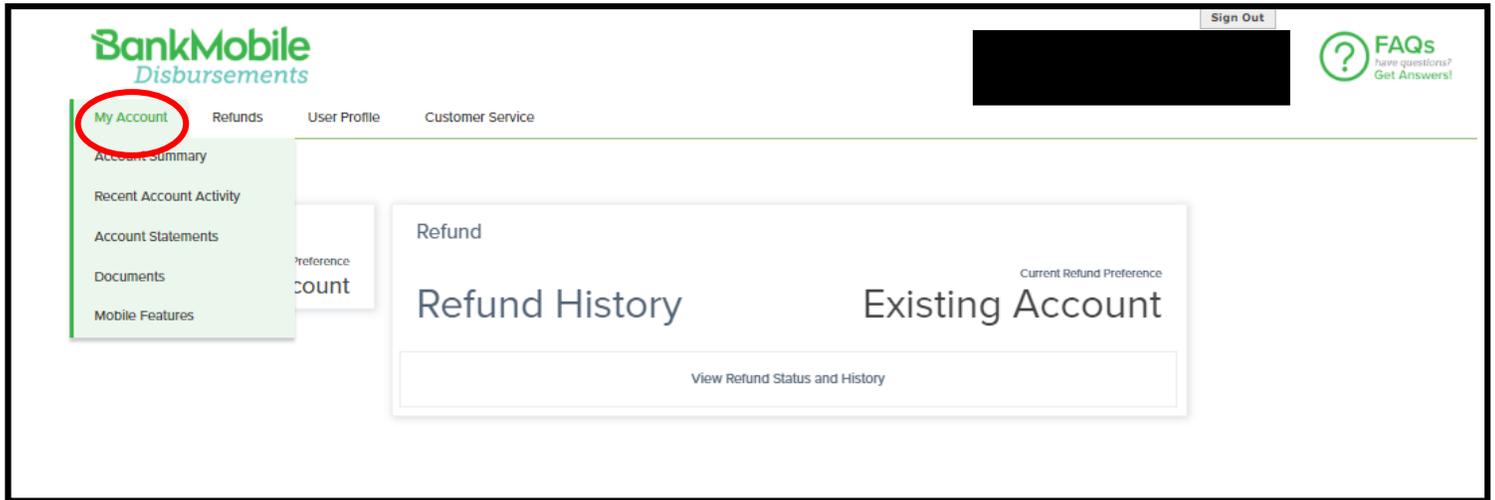
You will need to know your bank's routing number and your ACH number (long account number). It is the same as if you set up a direct deposit with your employment. If you are unsure, contact your bank in person and ask for ACH instructions.

| Deposit to an Existing Account   | Deposit to a BankMobile Vibe Checking Account   |
|--|---|
|  <p data-bbox="410 814 680 856">Money delivered in one to two business days</p> <p data-bbox="293 890 456 909"><b>Fees and Features</b></p> <p data-bbox="293 938 737 982">Fees and Features vary from institution to institution, including:</p> <ul data-bbox="293 1003 721 1178" style="list-style-type: none"><li>• Monthly Fees</li><li>• Overdraft Fees</li><li>• Mobile Deposit</li><li>• ATM Access</li><li>• Cash Deposit Limits</li><li>• Cash Withdrawal Limits</li><li>• Mobile Wallet (Apple Pay®, Google Pay™, etc.)</li></ul> <p data-bbox="293 1207 792 1304">Please check your fee schedule and the terms &amp; conditions of your account to confirm the fees and features. We encourage you to be aware of all the features and fees associated with your account.</p> <p data-bbox="293 1333 781 1423">Money is transferred to an existing account the same business day we receive funds from your school. Typically, it takes 1-2 business days for the receiving bank to credit the money to your account.</p> |  <p data-bbox="927 814 1213 856">Money delivered same business day</p> <p data-bbox="820 890 982 909"><b>Fees and Features</b></p> <ul data-bbox="820 930 1321 1377" style="list-style-type: none"><li>• Set up Apple Pay or Google Pay</li><li>• Earn 0.50% Annual Percentage Yield (APY) on balances up to \$1,000.99 with qualifying deposits. <a href="#">See APY details</a></li><li>• Get paid up to 2 days early with payroll direct deposit.*</li><li>• Fee-free access to over 55,000 Allpoint® ATMs. Allpoint ATM location, availability, and hours of operation may vary by merchant and is subject to change.</li><li>• Digital checking account and optional interest-bearing savings account.</li><li>• Access to money-saving perks from our trusted partners like Billshark and discounts from top merchants.</li><li>• FDIC-insured with the freedom to bank anywhere, anytime.</li><li>• No Monthly Service Fee with \$300 in qualifying deposits per statement cycle, otherwise \$2.99 Monthly Service Fee applies. Plus, No Overdraft Fees.</li></ul> <p data-bbox="834 1407 1279 1503">For full details, please see the <a href="#">BankMobile Vibe Checking Account Fee Schedule and Interest Rate Information, Account Terms &amp; Conditions, Cash Withdrawal and Deposit Limits</a>.</p> <p data-bbox="834 1533 1224 1577">* Early access to funds cannot be guaranteed. Limitations apply. <a href="#">See details</a>.</p> <p data-bbox="834 1606 1312 1675">If you open a BankMobile Vibe Checking Account (upon identity verification), money is deposited the same business day we receive funds from your school.</p> <ul data-bbox="834 1696 1300 1766" style="list-style-type: none"><li>• Set up Apple Pay or Google Pay to use your money same business day. You may also use your temporary virtual card until your debit card arrives.</li></ul> |
| <input checked="" type="radio"/> Selected  | <input type="radio"/> Select  |

\*Instructions created from an existing account for demonstration purposes only.

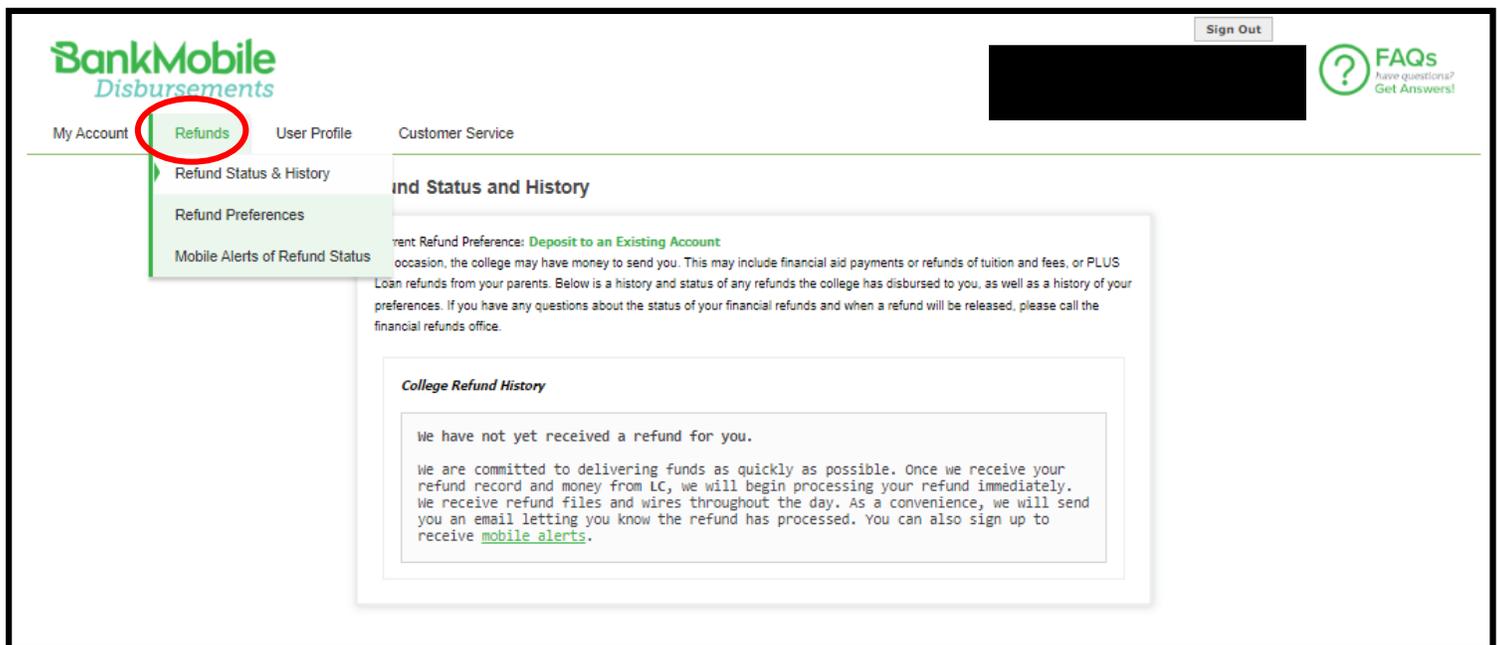
Once you have set up your account, the student will log in thru <https://vibeaccount.com/> for all additional logins. In this page and the next page, one will see all options available for review.

## Options under “My Account”



The screenshot shows the BankMobile Disbursements website interface. The top navigation bar includes the BankMobile logo, a 'Sign Out' button, and a 'FAQs' link. The main navigation menu has 'My Account', 'Refunds', 'User Profile', and 'Customer Service'. The 'My Account' menu is expanded, showing options: 'Account Summary', 'Recent Account Activity', 'Account Statements', 'Documents', and 'Mobile Features'. The main content area displays 'Refund History' and 'Existing Account' sections, with a 'View Refund Status and History' button.

## Options under “Refunds”



The screenshot shows the BankMobile Disbursements website interface with the 'Refunds' menu expanded. The main navigation bar includes the BankMobile logo, a 'Sign Out' button, and a 'FAQs' link. The main navigation menu has 'My Account', 'Refunds', 'User Profile', and 'Customer Service'. The 'Refunds' menu is expanded, showing options: 'Refund Status & History', 'Refund Preferences', and 'Mobile Alerts of Refund Status'. The main content area displays 'Refund Status and History' with a 'Current Refund Preference: Deposit to an Existing Account' and a 'College Refund History' section. The 'College Refund History' section contains the following text: 'We have not yet received a refund for you. We are committed to delivering funds as quickly as possible. Once we receive your refund record and money from IC, we will begin processing your refund immediately. We receive refund files and wires throughout the day. As a convenience, we will send you an email letting you know the refund has processed. You can also sign up to receive [mobile alerts](#).'

\*Instructions created from an existing account for demonstration purposes only.

## Options under “User Profile”

The screenshot shows the BankMobile Disbursements interface. The navigation menu includes "My Account", "Refunds", "User Profile", and "Customer Service". The "User Profile" option is circled in red. A dropdown menu is open under "User Profile", listing options: Email, Address & Phone, Password / PIN, Security Profile, Notifications, Enrollment Status, Mobile Alerts, Refund Preferences, and Security Questions. The "Password / PIN" option is selected, leading to a "Change Password" form. The form contains fields for "Current Password", "New Password", and "Confirm New Password", along with a "Password Strength" indicator showing 0% and a "Change" button. A "Sign Out" button is visible in the top right corner, and a "FAQs" link is also present.

## Options under “Customer Service”

The screenshot shows the BankMobile Disbursements interface. The navigation menu includes "My Account", "Refunds", "User Profile", and "Customer Service". The "Customer Service" option is circled in red. A dropdown menu is open under "Customer Service", listing options: Contact Us, Give Feedback, Service Request, and Disclosures. The "Service Request" option is selected, leading to a "Service Requests" form. The form contains a "Change My Mailing Addresses" link and a message: "If you are unable to find what you are looking for here, please [contact us](#)." A "Sign Out" button is visible in the top right corner, and a "FAQs" link is also present.

\*Instructions created from an existing account for demonstration purposes only.

Top Right Side —FAQ—



Contacting BankMobile after Refund Method is Established:

<https://vibeaccount.com/>

1.877.327.9515

Hours of Operation: 7 a.m.-10 p.m. Central, 7 Days a Week

\*Instructions created from an existing account for demonstration purposes only.