



## Refund Process Update April 20, 2020

The University's business office has been working diligently to calculate each student's credit and anticipates posting refunds to individual student accounts by the end of this month. We appreciate your patience and understanding as we work to issue and make billing adjustments in a timely manner.

We estimate the average refund will be approximately 50% of the following: housing, board, athletic fees, student activity fees, and student union fees.

Once applied, the refund and adjustments will be visible on your student account and will be labeled as a regular refund. Any outstanding charges on a student's account will be deducted from this refund before it is sent to the State of Maryland for processing. The state will in turn process the refunds and send them to UMES' disbursement partner Bank Mobile. Bank Mobile will issue refunds in accordance with each student's pre-selected refund preference.

If you have not signed up for a Bank Mobile, please send an email to [studentaccounts@umes.edu](mailto:studentaccounts@umes.edu) so a personal code may be emailed to you. Once you receive your personal code via email, you will be directed to Bank Mobile to complete the process of selecting your refund preference.

Bank Mobile offers two options to receive a refund:

- Direct Deposit to an Existing Account
- Deposit to a BankMobile Vibe Checking Account.

If you select the BankMobile Vibe account, you will receive a temporary virtual Debit Master Card to use until your physical card arrives in the mail. Please note if no choice is made, a physical check will be sent after 21 days to the address on file with UMES.

UMES remains steadfast in supporting its academic mission and in keeping all students on track to maintain progress toward the completion of their degrees. For refund-related information not covered here, please contact the University's Office of Student Accounts at [studentaccounts@umes.edu](mailto:studentaccounts@umes.edu).