



BEST PRACTICES FOR ACHIEVING CAMPUS EFFICIENCY

BankMobile is committed to helping institutions Achieve Campus Efficiency and recognizes institutions with the ACE Award. This award honors their commitment to efficiency, security and student service. These institutions disburse greater than 90% of all refunds electronically and promote the refund disbursement program/process so that greater than 40% of all students, regardless of their financial aid eligibility, complete the refund selection process. BankMobile, along with recipients of the ACE Award, offer the following best practices for creating an ACE worthy program.

TAKE THE LEAD WITH YOUR STUDENTS

1. Endorse and coach students to choose electronic delivery methods

- Offer an electronic-only program, whereby students choose to deposit their disbursements to an existing account or a BankMobile Vibe checking account
- Educate students about the risks involved with paper checks, including:
 - Their susceptibility to fraud and forgery
 - Fees associated with check cashing services
 - The delay caused in gaining access to funds

2. Identify and encourage students who have not yet made a refund choice

- Review and regularly follow up on the Inactive Profile Report available in bankmobileadmindsupport.com
- Remind all students included in the report of the importance of making their choice right away

COMMIT TO BEING HANDS ON

1. Utilize social media to share important disbursement process updates and reminders with students

2. Send data files to BankMobile at optimal times to increase student preference selection and reduce the number of UFO checks issued

- Demographic files should be sent within 14-30 days of a student's first refund file
 - Provides students ample time to make their choice
 - Ensures timing isn't such that refund selection is forgotten

3. Routinely make educational materials available to students

- Download and print handouts, brochures, and posters from BankMobile (at no additional cost)
- Display and hand out BankMobile materials during Admissions, Orientation, and other campus milestones

4. Regularly build and maintain important refund delivery information on your institution's website

- For an all-inclusive sample webpage, please contact your institution's BankMobile Relationship Manager