

# Maricopa Student Refund Program (MSRP)

## Frequently Asked Questions

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

The Maricopa Student Refund Program (MSRP) is a process for ensuring that students receive refunds from the Maricopa Community Colleges in a safe, convenient, and efficient manner. Only students who are receiving a refund from a Maricopa college will be affected by the MSRP.

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

In response to requests from our students, we are partnering with Citi® to provide safe, convenient access to student refunds.

### **What types of payments are processed through MSRP?**

Student payments for financial aid, including student loans, grants, and scholarships are processed via MSRP. In addition, refunds for tuition and fees for students who paid by cash, check or payment plan are also processed via MSRP. Refunds for credit card payments and payments for students' for Work/Study will not be included in MSRP.

### **How is MSRP different from the current refund process?**

Currently, students receive payments in the form of paper checks from the Maricopa District Office. The new program will allow students to choose how they receive payments: direct deposit, Visa® prepaid card, or paper check. All payments will be processed and disbursed by Maricopa's third party provider, Citi.

### **How will I choose the method of payment I prefer?**

If you are entitled to receive a payment from one of the Maricopa Community Colleges, you are responsible for enrolling in MSRP and choosing how you wish to be paid. Students who are entitled to a refund will receive a message in their Maricopa student Gmail™ account. The message will contain a link to the enrollment site, where easy instructions for enrollment are available. To determine which method is right for you, please refer to the comparison of the three payment options at [my.maricopa.edu/pdf/RefundOptionsStudent.pdf](http://my.maricopa.edu/pdf/RefundOptionsStudent.pdf)

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

You can access the enrollment site at the Student Center at [my.maricopa.edu](http://my.maricopa.edu) under the "more online resources" tab. *You will only be able to enroll if you have received notification from Citi.*

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

You can obtain information regarding your student Gmail account by visiting [my.maricopa.edu](http://my.maricopa.edu) > Student Center > GoogleApps@Maricopa.

### **What if I don't enroll?**

If a student fails to enroll within three days of receiving Citi's email notification of the intent to disburse their refund, a paper check will be automatically disbursed by Citi, our third party provider for student refunds. Note: Your check will be mailed to the mailing address on record in your Student Center at [my.maricopa.edu](http://my.maricopa.edu). Please make sure it is correct.

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

That depends on a lot of factors—most of which are within the student's control. Depending upon which payment method you choose and how quickly you respond to your notice to enroll in the program, you could receive your payment the same day it is released by Maricopa.

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

No. As long as you remain within the Maricopa Community College system, you will not need to re-enroll or update your payment choice with Citi.

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

No. Once you have enrolled, your information remains on file for the duration of your academic career at the Maricopa Community Colleges. You will be responsible for keeping your information up-to-date to ensure that your refund is processed in a timely manner.

**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?**

No. You only need to enroll once. Your enrollment is unique to you and is kept on file for all future refunds.

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

A prepaid debit card is a card that has been preloaded with funds. It can only be used up to the available balance of the card. As it is a prepaid card and **not** a credit card, it does not affect your credit and everyone is eligible to get a prepaid debit card.

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

The Visa prepaid card can be used anywhere that Visa debit is accepted including to make purchases in store, online or by phone. The card can also be used to withdraw cash at ATMs that bear the Visa logo.

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

No. Citi is the exclusive Maricopa Community College third party vendor for the disbursement of student refunds.

**I lost my check, how do I get a replacement?**

Contact Citi Customer Service at 1-877-855-7201. When you call, please specify you are a Maricopa student and provide your name and student ID.

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

If you entered your bank information incorrectly, you can update it at [www.prepaid.citi.com/maricopa](http://www.prepaid.citi.com/maricopa) or by calling Customer Service at 1-888-561-1829.

**Someone fraudulently cashed my check. Who do I contact?**

Contact Citi Prepaid Customer Service at 1-877-855-7201.

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

No. Funds can only be deposited to domestic (United States) bank accounts at this time.

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

Yes. The card has a three year expiration period. At the end of this time, if the account is still active, a new card will be sent to you automatically at no additional charge to you.

**How long does it take to receive a replacement check in the mail?**

Replacement checks will take 7-10 days from the time of your request.

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

This option is not currently available, but it may be added in the future.

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

No. All refunds will be processed online through Maricopa's third party provider, Citi.

**How soon can I enroll?**

You will receive notification through your Maricopa Gmail account when you are eligible to enroll.

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

If you have not received your prepaid card, you can access your funds online by going to [www.prepaid.citi.com/maricopa](http://www.prepaid.citi.com/maricopa) and using the username and password you created during the enrollment process.

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

If you have questions about your refund, you can view your student account at [my.maricopa.edu](http://my.maricopa.edu) for additional information. If your refund has been posted to your student account, you should contact Citi Prepaid Customer Service at 1-877-855-7201. When you call, please specify you are a Maricopa student and provide your name and student ID.

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

Contact the toll-free 24/7 multilingual Customer Support team at 877-855-7201 or [help@citiprepaid.com](mailto:help@citiprepaid.com) for assistance. There is a replacement fee of \$14.95 for lost or stolen cards.

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

Contact the toll-free 24/7 multilingual Customer Support team at 1-877-855-7201 or [help@citiprepaid.com](mailto:help@citiprepaid.com) for assistance. There is a replacement fee of \$14.95 for lost or stolen cards.

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

A paper check may be requested for the funds on the prepaid card account. Please note that a paper check will take longer to receive than a replacement prepaid card.

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

If you forgot your PIN, contact Citi Prepaid Customer Service at 1-888-561-1829 and follow the prompts to reset your PIN number.

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

If you change your mind and don't want financial aid, you must return the money you received to your college cashier office. You must also contact your college Financial Aid office and notify them of your request.

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

If there are any changes to the bank account that you chose for direct deposit, (i.e. the account closed, account number changed, etc.) you may update your information by going to [www.prepaid.citi.com/maricopa](http://www.prepaid.citi.com/maricopa) or by calling Citi Prepaid Customer Service at 1-888-561-1829.

**I have lost my enrollment code. How can I find out what it is?**

Citi Prepaid Services can resend your activation code to your Maricopa Gmail account. Contact Citi Customer Service at 1-877-855-7201. When you call, please specify that you are a Maricopa student and provide your name and student ID.

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

You can change your payment election at any time by accessing your account online at [www.prepaid.citi.com/maricopa](http://www.prepaid.citi.com/maricopa) or by calling Citi Prepaid Customer Service at 1-877-855-7201. When you call, please specify you are a Maricopa student and provide your name and student ID. There is no charge to change your enrollment selection.

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

It is not necessary to have a bank account to receive your refund. To determine which method is right for you, please refer to the comparison of the three payment options at [my.maricopa.edu/pdf/RefundOptionsStudent.pdf](http://my.maricopa.edu/pdf/RefundOptionsStudent.pdf)

**I signed up to receive a check as my disbursement preference and moved. How do I change my address?**

First update your address at [my.maricopa.edu](http://my.maricopa.edu). Then, update your address with Citi Prepaid by logging on to [www.prepaid.citi.com/maricopa](http://www.prepaid.citi.com/maricopa) or by calling Customer Service at 1-877-855-7201. When you call, please specify you are a Maricopa student and provide your name and student ID.

**How does direct deposit work? Can I use a savings account?**

If you have a checking or savings account, you can register that account and have your refund payments deposited directly into that account.

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

No. Students do not pay any costs to enroll in the program. There are no direct costs to the student for any of the payment choices. See the FAQ's for fees associated with additional services available to the student when choosing the Visa prepaid card.