The new mySolanoCard is the key to faster financial aid awards!

Solano Community College has partnered with Higher One, a financial services company focused solely on higher education, to offer faster delivery of financial aid awards to students. Higher One will help bring this method for receiving financial aid awards via the mySolanoCard Debit MasterCard®. The mySolanoCard will be your key to faster financial aid awards and increased choice for receiving your Financial Aid or school financial aid awards, including the preferred Easy Refund™ method. Easy Refund is by far the fastest and easiest way to gain access to your financial aid award money—literally the same day Solano releases it. With this service on the way to campus, it's natural that you may have some questions. Below are answers to some of the most frequently asked questions about the all-new mySolanoCard and this new financial aid award process.

1. How are financial aid awards from Solano Community College delivered to students?
   Financial Aid Awards are delivered via the option selected when activating the mySolanoCard. Activate your refund preference and make your financial aid award selection online by visiting mySolanoCard.com. Once your refund preference is selected, funds are sent from Solano to Higher One who then disburses the financial aid awards according to your selection. If you want the fastest access to your money, simply choose to have your financial aid awards deposited directly into your OneAccount—a fully functioning FDIC Insured checking account. (Please note: In order to receive a financial aid award, you must SELECT YOUR REFUND PREFERENCE as soon as your card arrives in the mail.)

2. How do I get my mySolanoCard?
   Solano Community College students will receive a mySolanoCard from Higher One in the mail at their primary address on file with Solano.

3. I don’t think I will ever get a financial aid award. Why is it important to select a refund preference?
   Although you might not currently expect a financial aid award from Solano Community College, we may have a financial aid award for you in the future. After all, it may be necessary to drop a class, a class may be cancelled or you may simply receive a scholarship or assistance you were not anticipating. Selecting your preferred method to receive financial aid awards from Solano ensures you'll always receive your financial aid awards in a timely manner.

4. What if I already selected a refund preference?
   Even if you're already receiving a financial aid award from Solano Community College, you are required to activate your refund preference as soon as you receive your card! It only takes a minute to activate your refund preference with Solano and Higher One to avoid any delays in getting your financial aid award.

5. What are my options for receiving Financial Aid or other financial aid awards?
   - Easy Refund to the OneAccount (financial aid awards available the same day Solano releases them).
   - ACH Transfer to other bank (financial aid awards available 2-3 business days).

6. What exactly is the OneAccount?
   The OneAccount is a fully functioning FDIC Insured checking account with no minimum balance and no monthly fees. Selecting the OneAccount allows you to access your financial aid awards quicker and easier than ever before and offers a world of great benefits such as:
   - FREE Internet banking features
   - The ability to make purchases anywhere Debit MasterCard is accepted.
   - You may also withdraw cash with no fees at Higher One ATMs located on or around campus.
7. What are the advantages of having my financial aid awards deposited directly to my OneAccount?

- Depositing your financial aid award to the OneAccount and selecting an Easy Refund is the quickest way to gain access to your financial aid award money.
- The mySolanoCard is NOT A CREDIT CARD. However, you can use it for purchases at all participating merchants that accept Debit MasterCard, get cash at ATMs, pay bills and more.
- Parents and friends can easily send you money online with a simple email and a linked bank account.

8. How will I know when my Financial Aid or other financial aid award has been direct deposited to my OneAccount?

Higher One will send an email to the address you entered during activation when your financial aid award has been deposited to your OneAccount. Additionally, you can view the details of your OneAccount by accessing your statement online at mySolanoCard.com or by signing up to receive text messages sent directly to your cell phone with Mobile Alerts.

9. Can I have my financial aid award deposited to another bank account?

Yes. You may have your financial aid award deposited to the bank of your choice. In order to have your financial aid award deposited to your bank, activate your refund preference as soon as you receive the card by visiting mySolanoCard.com. During the activation process, select ACH Transfer to other bank for your refund preference and simply complete, print, and send the required third party form to the designated address. The form will be available online during the activation process.

10. Why is the MasterCard Brand Mark on my new mySolanoCard?

The mySolanoCard can be used to make purchases wherever Debit MasterCard is accepted. It is important to note that the mySolanoCard is NOT A CREDIT CARD, but rather a DEBIT CARD backed by the purchasing power of the MasterCard network.

11. What if I have additional questions?

Answers to additional questions along with an activation demo can be found by visiting mySolanoCard.com, or stopping by Card Office Name Test to learn more today. Additionally, Higher One offers easy answers to your questions with Easy Help™—our self-service database containing answers to frequently asked questions.

mySolanoCard.com