

Title IV Credit Balance Refund Process

In accordance with federal Title IV cash management regulations (34 CFR § 668.164), the Technical College System of Georgia (TCSG) institutions utilize a third-party servicer, BankMobile Disbursements, to facilitate the delivery of student credit balance refunds.

All students eligible to receive a Title IV credit balance are provided with a refund preference selection process. This process allows students to choose how they would like to receive their funds, including the option to have funds deposited into an existing personal bank account (ACH transfer). Use of a BankMobile account is **NOT** required.

The refund preference process is presented in a neutral manner and is designed to ensure that students are not directed or steered toward any particular refund method, in compliance with federal requirements.

If a student does not actively select a refund preference, the institution ensures that funds are still disbursed within the required 14-day timeframe using a compliant default method facilitated through the servicer.

While BankMobile Disbursements is used as the institution's disbursement servicer, it functions solely as a delivery mechanism for funds. Students are not required to open, use, or maintain a BankMobile account to receive their Title IV credit balance.

This process ensures that:

- Students are provided a clear and neutral choice of refund options
- No fees or barriers are imposed for selecting direct deposit to an existing bank account
- Funds are delivered in a timely manner in accordance with federal regulations