Franklin University has partnered with Higher One, a financial services company focused on helping students like you get the most out of your money. If you are new to this service, it’s only natural that you may have some questions. So, we’ve put together this guide with answers to some of the most frequently asked questions about Higher One, the process for receiving money from Franklin and your new My Franklin Card Debit MasterCard.

1. **Who is Higher One?**
   Higher One is a company started in 2000 by three college students who believed in a better way to help students receive and manage money. Since the beginning, we’ve strived to offer more choices and better value to those in school and beyond. In addition to faster ways to receive refunds from Franklin, we also offer innovative checking account choices and a wealth of great features designed to make your life easier.

2. **Why am I getting a card?**
   Because you will use it to select how you want to receive your refund money. Once you have your card, simply view your choices and make your selection at MyFranklinCard.com to let Franklin know how you’d like to receive the money they may have for you.

3. **How will I get a My Franklin Card?**
   You will receive your card in the mail at your primary address on file with Franklin. Just look for the bright green envelope and please make sure your address is up-to-date.

4. **What are my options for receiving money?**
   **Same day** deposit to a Higher One checking account.
   
   Account choices include:
   
   **OneAccount**
   Money the same day and easy ways to deposit!
   
   **OneAccount:flex**
   Money the same day, easy ways to deposit and no PIN Fees!
   
   **OneAccount:Premier**
   Money the same day, easy ways to deposit and 3 monthly non-Higher One ATM fee waivers!
   
   **Deposit to another account.** Money in **two to three business days.**
   
   **Paper check.** Money in **five to seven business days.**

5. **Is the OneAccount a full-service checking account?**
   Yes. Higher One created accounts designed to be the only “One” you need. We offer a seamless way to receive refunds, make purchases/access ATMs with a Debit MasterCard; and gain access to a wealth of innovative features like mobile apps, easy online banking and easy ways to make deposits.

6. **Why is the MasterCard logo on my card?**
   If you choose to open a Higher One checking account, the My Franklin Card can be used to make purchases wherever Debit MasterCard is accepted. It is important to note that the My Franklin Card is **NOT A CREDIT CARD**, but rather a **DEBIT CARD** backed by the purchasing power of the MasterCard network.

7. **What kinds of money might I receive from Franklin?**
   The most common type of money Higher One disburses to students are funds left over from Financial Aid awards, loans or grants after tuition has been paid. Students receiving these funds have usually requested this additional support to help with books and living expenses. Other types of money may include reimbursement for tuition overpayment or a dropped class. Higher One uses the term “refund” but your college or university may have another name for these funds such as a disbursement, residual or a stipend.

8. **What if I don’t make a selection?**
   Although you might not currently expect money from Franklin, you may receive money back in the future. After all, you may drop a class, make an over payment or simply receive assistance you did not expect. Making a selection now ensures you’ll always have this money without a delay.

---

OneAccount Flex and OneAccount Premier have a monthly service fee. See applicable fee schedule for further details.
9. What are the key features and benefits of Higher One’s checking accounts?

Higher One checking accounts are a value-oriented alternative to big bank checking accounts. Our accounts also come loaded with tons of:

- **Smart account features** that help you not only keep up, but get ahead—thanks to our mobile apps, mobile deposit technologies and text alerts you can use on-the-go, from anywhere.

- **Great service** and no need for a branch! We come to you, with a variety of ways to get it done: mobile apps, online account access, Facebook®, Twitter® and Mobile Alerts.

- **The Inside Edge** with information and advice to help you plan your future and get a leg up today. The Inside Edge offers guidance on everything from finances and career opportunities, to travel deals; right at your fingertips.

AND SO MUCH MORE!

10. How is my money delivered?

Delivery of refund money is a multi-step process. First, your college or university draws funds from the respective loan and/or grant provider and applies it to your student account. Next, they collect and verify that all the information is correct. Once verified, they send the information to Higher One. This often happens in groups or batches based on their bandwidth, capabilities, timelines etc. Once we receive your specific refund information, it is processed as fast as possible and disbursed according to your selection.

11. How do I set up direct deposit of my paycheck to the OneAccount?

To set up direct deposit, just print out the form available on the statement page of your account and hand it to your employer. (Yes, it’s that easy!)

12. Can I change my preference for receiving money from Franklin?

Yes. Just log in to your account and select “Refund Preferences” from the menu listed under the “Refunds” tab. Once on the page, simply make your new selection and click the “Update Preference” button to complete the process. Be aware that your new selection will only impact future money you receive from Franklin.

13. How will I know when my money has been sent?

We’ll send you an email to the address you entered during setup. You can also view the status online at MyFranklinCard.com or, sign up to receive text messages sent directly to your cell phone with convenient Mobile Alerts.

14. What if I have additional questions?

Visit MyFranklinCard.com or get easy answers to your questions with EasyHelp®, our self-service FAQ database available online.

---

Banking services provided by The Bancorp Bank, Member FDIC. The My Franklin Card card is issued by The Bancorp Bank pursuant to license from MasterCard International Incorporated. The card is administered by Higher One, Inc.

©2012 Higher One, Inc. Higher One and the Higher One logo are registered trademarks of Higher One, Inc. MasterCard is a registered trademark of MasterCard International Incorporated. All other names and logos are owned by their respective owners.