

California State University Channel Islands

Direct Deposit

Frequently Asked Questions(FAQs):

1. Q: What is Direct Deposit

A: Direct Deposit is a way to have Financial Aid balance and student refunds electronically deposited

6. Q: What types of disbursements are eligible for Direct Deposit?

A: Financial Aid and non-Financial Aid student refunds can be electronically direct deposited into your account.

7. Q: Can I change my Direct Deposit information once I sign up?

A: Yes. Go to *MYCI*, select *CI Records*, which redirects you to Cb student center. Click on *Enroll* in Direct Deposit under finances. Change your bank information; agree to the Terms and Conditions and select *Submit*.

8. Q: Do I have to reapply each semester?

A: No. You will continue to be on *Direct Deposit* until you discontinue.

9. Q: What if my bank account information is invalid?

A: If the bank account information you entered is not valid, the deposit transaction will be rejected.

18. Q: Can I use my debit card number as an account to have funds deposited to?

A: No. Deposits can only be made to a checking or savings account number.

19. Q: How will I receive my refund if I paid with a credit card?

A: Direct Deposit has no effect on credit card payments. All refunds will be credited to the original form of payment.

20. Q: Can refunds be electronically deposited to bank accounts outside of the U.S.?

A: No. Only U.S. bank accounts can be used.

21. Q: How do I know that my bank account information is secure?

A: All banking information is encrypted.

22. Q: Where do I go for help?

A: Please contact Student Business Services at (805) 843-3137 for more information.

23. Q: When will my funds be in my bank account?

A: Generally, your funds will be deposited within 3-5 business days.