

FREQUENTLY ASKED QUESTIONS

When will my direct deposit start?

Generally, this takes at least 3 days after enrolling into the program to establish this with your bank. Please sign up as soon as possible!

How will I know when my refund is posted to my bank account?

You may verify that a refund has posted to your bank account by contacting your bank via telephone, internet, or ATM.

When will my refund be available to me?

Generally, refunds are made available within 3 business days after the excess aid transaction posts on the "Account Summary and Payment Options" screen in Cougar Trail.

Can my refund be deposited into the account of my choice?

Yes. You may choose a checking account, savings account, or even your parent's account. See instructions on Controller website.

What happens if my bank account number changes?

You must log on to Cougar Trail immediately and update your banking information. Inaccurate bank information could delay the availability of your refund.

Do I need to sign up every semester?

No. Your information will be effective until you leave the College.

Is this Direct Deposit Program associated with the College payroll or the electronic billing system of student expenses (Touch-net)?

No. This program is strictly for student refunds only.

What if I do not have a voided check or deposit slip?

To sign up for direct deposit no voided check or deposit slip is needed. Please verify all account information with your bank (routing #, etc.)

How do I know that it took?

There is no confirmation, just make sure that all information is typed correctly and the status field remains "active." If account is deactivated, please verify bank account information prior to reactivating.

What if my bank has various addresses?

This is not a required field on the menu screen and is not necessary for well-recognized banks like Wachovia or Bank of America.

What if my bank is out of state?

As long as we have the name, address and correct routing number/account number, it does not matter what state your bank is in.

COLLEGE of CHARLESTON

Who Should I Contact If I Have Questions About Direct Deposit of Student Refund Checks?

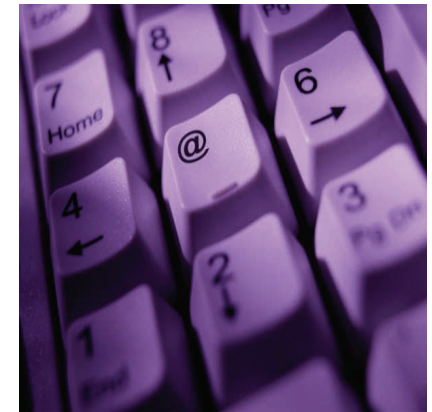
Contact the Treasurer's Office at Treasurer@cofc.edu or 843-953-5572 if Cougar Trail shows a credit that has not been refunded.

Contact the Controller's Office at AccountsPayable@cofc.edu or 843-953-5570 if Cougar Trail shows a refund has been generated.

Contact the Financial Aid Office at financialaid@cofc.edu or 843-953-5540 for general financial aid questions.

**COLLEGE OF
CHARLESTON**

Direct Deposit of Student Refund Checks



**Mandatory
Fall 2008!**

***STOP STANDING IN LINE
TO RECEIVE YOUR
REFUND CHECK!***



***STOP STANDING IN LINE
TO CASH CHECKS OR
MAKE DEPOSITS AT THE
BANK!***



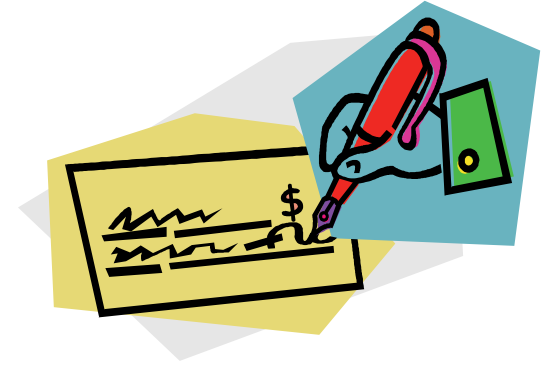
Advantages of Direct Deposit

- Safe, confidential, fast and convenient
- You never have to stand in line to receive a refund check
- You never have to stand in line to cash checks or make deposits at the bank
- You never have to endorse checks or prepare deposit slips
- No checks get lost, stolen, or delayed in the mail

Follow These Simple Steps:

- 1) Log on to Cougar Trail, under "Treasurer," click "Bank Account Info."
- 2) Use sample check on Cougar Trail as a guide to enter data asked for on "Bank Account Info." screen.
- 3) The status field should remain "active," then hit submit.

***STOP ENDORSING
CHECKS OR PREPARING
DEPOSIT SLIPS!***



***STOP CHECKS FROM
GETTING LOST,
STOLEN, OR DELAYED
IN THE MAIL!***

