

Important Information for Students Eligible to Receive Credit Balance Refunds

Certain Johns Hopkins University students are eligible to receive refunds resulting from credit balances in their student accounts. In response to requests from these students to provide more flexible options for receiving refunds, the university completed an assessment of outside vendors and selected Higher One (www.higherone.com). Higher One offers students the opportunity to receive their refunds in one of three ways: paper check, direct deposit into an existing personal bank account, or direct deposit into a new checking account (with an associated debit card) with Higher One.

THE UNIVERSITY WANTS STUDENTS TO FULLY UNDERSTAND THE KEY TERMS OF THE HIGHER ONE CONTRACT, THE NATURE OF THE SERVICES HIGHER ONE PROVIDES AND ANY RELATED FEES. MOST IMPORTANT, STUDENTS SHOULD KNOW THEY DO NOT NEED TO OPEN A HIGHER ONE CHECKING ACCOUNT OR USE A HIGHER ONE DEBIT CARD TO OBTAIN REFUNDS THROUGH HIGHER ONE. OPENING A HIGHER ONE CHECKING ACCOUNT IS JUST ONE OF THE THREE AVAILABLE OPTIONS.

Under the university's Higher One contract, Higher One provides a debit card to students eligible to receive refunds resulting from credit balances in their student accounts. This card secures login access to the Higher One web site so that a student can select his or her payment option (paper check, direct deposit into a personal bank account, or direct deposit into a Higher One checking account). If a student elects to receive a paper check or direct deposit into a personal bank account, the debit card is no longer needed and should be properly discarded.

If a student selects a Higher One checking account, the debit card also can be used for cash withdrawals at an ATM or to pay for goods and services at most retail establishments or on the Internet. When using a Higher One debit card, students may access their funds **without incurring a fee** by making a cash withdrawal from a Higher One ATM. The university has installed four Higher One ATMs at the following locations:

- Homewood Campus, Levering Hall
- Bloomberg School of Public Health, Student Lounge
- Peabody Institute, Unger Lounge
- SAIS, Washington, D.C., Student Lounge

Students, however, will be charged fees under the following circumstances:

Merchant PIN-based Transaction Fee	\$0.50
Non-Higher One ATM Transaction Fee (domestic)	\$2.50
Insufficient Funds Fee (first item)	\$29.00
Card Replacement Fee	\$20.00

For a more detailed list of fees, visit [Higher One's Web site](#) .

Students should explore their options before deciding to use a debit card, such as Higher One. Recently, fees associated with banking services provided to college students have been the subject of criticism from various government officials and consumer groups. For recent media articles and educational materials regarding this issue, please refer to:

- [The U.S. PIRG Education Fund's pamphlet, "The Campus Debit Card Trap"](#)
- [The New York Times article, "On Campus, New Deals With Banks"](#)
- [A New York Times article from its Making the Most of Your Money blog](#)

The university does not endorse Higher One's checking account and debit card option over other available options. Additionally, the university does not receive any compensation or financial incentives from Higher One related to its checking or debit card services. To avoid confusion about the university's relationship with Higher One, the university is eliminating its branding on Higher One debit cards and associated marketing materials. The university also will not permit Higher One (or any financial service provider) to distribute information to students that does not clearly disclose all material terms, especially fees.

If you have any questions or concerns about Higher One or the receipt of your refund, please contact your divisional Student Accounts Office. Students who currently have a Higher One debit card will be receiving a new card and instructions in the mail.