

# Frequently Asked Refund Questions

## Marshall e-Refund

Q: Why do I have to choose a refund process with Heartland ECSI when I have already done so with PNC?

A: As a result of changes to cash management rules initiated by the U.S. Department of Education, PNC Bank will no longer provide refund services to Marshall University. Effective Wednesday, July 06, 2016, Heartland ECSI will be the official processor of the Marshall E-Refund systems. **Effective, Wednesday, July 6, 2016 you MUST log into MyMU, select the E-Refund quick launch navigation button, and choose your refund preference. Even if you have previously selected a refund preference in the last year, you MUST do so again.**

Q: What if I want to continue to utilize PNC as my bank?

A: If you currently have a bank account with PNC Bank, you may continue to use it. You must still log into MyMU, select the E-Refund quick launch navigation button and choose direct deposit.

Q: What if I want to open a new bank account convenient to campus?

A: PNC will continue to partner with Marshall University offering an array of products and services that can make it easy to manage your finances. You will continue to find PNC ATMs in several strategic locations on campus. You can easily apply for a PNC bank account online at [www.marshall.edu/bursar](http://www.marshall.edu/bursar). If you select PNC as your banking provider you must still login to MyMU and chose PNC as your refund preference.

Q: As a student, what refund preferences do I have to choose from Heartland ECSI?

A: Students should choose one of two ways to receive their refund.

We encourage you to select electronic deposit to any bank account of your choice as the most timely and convenient way of receiving your refund. By choosing direct deposit your refund can be processed within 2-3 business days.

Mail paper check and you will receive refund in 7-10 business days (default payment method for students that do not make a selection)

Q: How do I choose a refund preference?

A: To initiate the selection process log into MyMU, select the E-Refund quick launch navigation button and choose your refund preference.

Q: If I choose a PNC account, how can I access my funds?

A: PNC Banks has ATMs at the following locations:

- Main Campus-Three locations
  - Memorial Student Center (full service)
  - Twin Towers West (cash dispensing)
  - Drinko Library Student Center (cash dispensing)
- Mid-Ohio Valley Center (cash dispensing)
- All Sheetz Locations (cash dispensing)
- Branch Banks in Chesapeake, OH. and Ashland, KY.

Q: What if my refund check was sent to an old or incorrect address?

A: In many cases, refunds are returned to Heartland ECSI if they are undeliverable. Students in this situation should contact Heartland ECSI to inquire about placing a stop-payment on their check. Heartland ECSI can be contacted by phone at 844-760-6052 or just log in at <https://heartland.ecsi.net>.

Q: How do I update my address for Marshall University records?

A: Address updates can be made using MyMU. Just log in at <https://mymu.marshall.edu/group/mycampus/home>, select Personal Information, and follow the appropriate prompts.

Q: When will my refund be issued?

A: Refunds will be issued after the Office of Student Financial Assistance has released awarded aid to your student account but not before the first day of class for a specific term. Refunds for any Financial Aid over payments will be issued in 5-7 business days in the manner you have selected with Heartland ECSI.