

Frequently Asked Refund Questions

Marshall e-Refund

For specific questions related to the Marshall e-Refund program, please see these Frequently Asked Questions at the following link: www.paymentportal.pnc.com/mar

Q: Why do I have to choose a refund process with PNC Bank when I have already done so with Higher One?

A: Marshall University is pleased to announce an important change regarding our Refund Service Provider. Effective June 01, 2015, Marshall University has entered into a partnership with PNC Banks to streamline student refunds. Higher One will no longer provide refund services to Marshall University.

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

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

Direct Deposit (ACH) into a PNC Checking Account

Direct Deposit (ACH) into another Financial Institution

Mail paper check (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 select the (Marshall e-Refund button) or log on to MyMU and follow the Marshall e-Refund link to choose your refund preference.

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

A: PNC Banks has ATM 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: Do I have to be a PNC Bank customer to use the payment portal?

A: No, you do not have to be a PNC customer to take advantage of this free service.

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

A: If you currently have a One Account with Higher One, Inc., you may continue to use it. Just select direct deposit (ACH) into your One Account while making your new refund preference through the PNC portal. Higher One will maintain one ATM on the Main Campus Memorial Student Center until December 01, 2015.

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

A: In many cases, refunds are returned to PNC Bank if they are undeliverable. Students in this situation should contact PNC Bank to inquire about placing a stop-payment on their check. PNC Bank can be contacted by phone at 800-745-7577.

Q: How do I update my address?

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 PNC Banks.