

The Wolverine Card F.A.Q.

1. Who is Money Network?

Money Network is an electronic disbursement solution which provides processing services for over 23 billion prepaid transactions in the US. Students are able to register for direct deposit (ACH Transfer) or the Wolverine Card through Money Network.

2. What is the Wolverine Card?

The Wolverine Card is a prepaid Money Network Enabled Discover Card that can be used everywhere Discover is accepted worldwide (ATMs, stores, online and more). The card is FDIC insured with Zero Liability Fraud Protection. Financial Aid funds can be electronically delivered to your Wolverine Card in a fast, safe and convenient way.

3. How will I get my Wolverine Card?

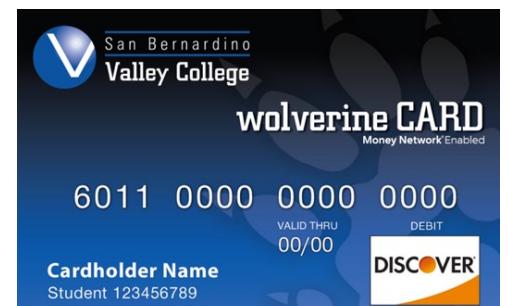
You need to log onto <https://www.enroll.moneynetworkedu.com/> and select the Wolverine Card. You will receive your card in the mail within 7 to 10 days. With your card you will receive a How to Guide, terms and conditions and three Money Network Checks. You'll need to call the 800 number to activate your card and set your four digit PIN that will be used for debit purchases and at the ATM. Please note: **You're required to use your @student.valleycollege.edu e-mail alias (instead of @student.sbccd.edu)**. All Valley students now have this alias as of the release of this card. For example: j.smith9999@student.sbccd.edu has a j.smith9999@student.valleycollege.edu e-mail alias.

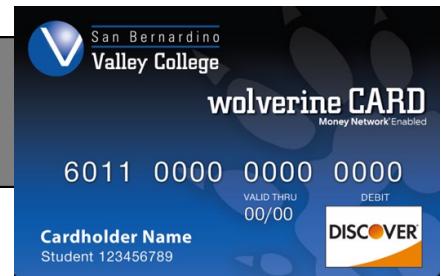
4. What are my options for receiving my Financial Aid?

- **ACH Transfer.** Funds will be received within 3-5 business days after school disburses funding. Time frame may vary depending on individual banking institution policy.
- **Money Network Enabled SBVC Wolverine College Card.** Funds are available the same day school disburses funding.

5. What account options are available to me with the Wolverine Card?

- **Prepaid Account Only.** There is no monthly service fee. Students who select the pre-paid account do not have to pass the Patriot Act Identity verification. Students are able to write checks with this account. This selection is ideal for AB540 students or student who wish to use this card only for their financial aid disbursement.
- **Prepaid Account with ACH direct deposit.** There is no monthly service fee. Students who select this prepaid account option will need to pass the Patriot Act Identity verification. Students are also able to write checks with this account selection. This account is ideal for students who wish to have payroll deposited to their card or wish to transfer additional funds to the account via ACH-transfer from a friend/family member, Western Union, MoneyGram, Green Dot, etc.





6. Why is the Discover logo on my card?

Students who select the Wolverine Card can make purchases wherever Discover Cards are accepted. There are over eight million merchant locations and more than 55,000 surcharge free ATMs. To view surcharge free ATMs near you go to www.allpointnetwork.com or www.moneynetworkedu.com. You can also find free ATM through the Money Network mobile app (Android and iPhone).

7. Why were checks sent to me in my welcome packet with my Wolverine Card?

Money Network Checks are a free service for any Wolverine Card holder. These checks can be written up to \$9,999.99 to anyone that you'd like. They also can be cashed for free at any Walmart location up to \$5,000. Some cash checking merchants may charge transaction fees. Free check cash locations can be found on www.moneynetworkedu.com and through the Money Network mobile app.

8. What are some benefits of the Wolverine Card?

The Wolverine Card offers students the convenience of banking while on the go with online account access. With the Money Network Mobile App, students can view their account balance and set up text alerts when deposits are made to the card, when the balance gets below a certain level, and more. Also, there are no overdraft fees or pin debit fees and the funds are FDIC insured.

9. How is money delivered to the Wolverine Card?

There is a multi-step process in delivery of funds. First, SBVC requests funds electronically from the respective grant provided and applies it to your student account. Next, SBVC verifies all information is correct. After verification for accuracy is complete the funds are sent to Money Network. Once Money Network receives the refund information, it is processed and disbursed according to your selection.

10. Does my school have access to my Wolverine Card Account?

No. SBVC can transfer funds to be deposited to your account but they do not have access to withdraw funding or monitor where you spend your money.

11. Can I change my preference for receiving money from SBVC?

Yes you can. If you do not have a Wolverine Card, then you'll need to visit <https://www.enroll.moneynetworkedu.com/> and change your selection. If you have selected the Wolverine Card, then you'll need to change your selection through www.moneynetworkedu.com. Once you log in with your account information, there is an option called My School Funding Option. Your preference can be changed here.

12. What do I do if I have lost my Wolverine Card?

You need to call Customer Service at 1-800-822-4283 as soon as you realize your card is missing. Customer service will be able to re-issue a new card for you. You will not be held liable for any charges as long as you report your card lost/stolen within two days.