

# OneAccount User's Guide

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# Who is Higher One?

**Higher One is a banking company that works together with higher education institutions to offer a truly innovative approach to student financial management, with products and services designed specifically for the college student that can't be duplicated by any financial institution. The three founders of Higher One created our company while still undergraduates at Yale University. They identified a need for streamlining the financial aid refund process and shortening the time it takes for students to have access to these funds.**

## **The OneCard (OneFinance<sup>SM</sup>)**

While still in college, the founders of Higher One envisioned an all-in-one student ID card that, in most cases, combines an official student photo ID with a Debit MasterCard<sup>®</sup>/ATM card. Students would get one card recognized as their official school ID card allowing access to on-campus facilities and activities, and also provide them with the purchasing power of Debit MasterCard<sup>®</sup> accepted at millions of locations worldwide and online. It's not a credit card, so you don't have to worry about getting into debt. It's just like writing a paper check, but much more convenient.

## **The OneAccount (OneFinance<sup>SM</sup>)**

As students, the Higher One founders saw the need for using just one account for all their banking needs while in school. A safe, FDIC insured checking account that would always be free to use, with no minimum deposit or

minimum balance requirements. A free checking account where any deposits from parents, friends or family could be transferred electronically to the account.

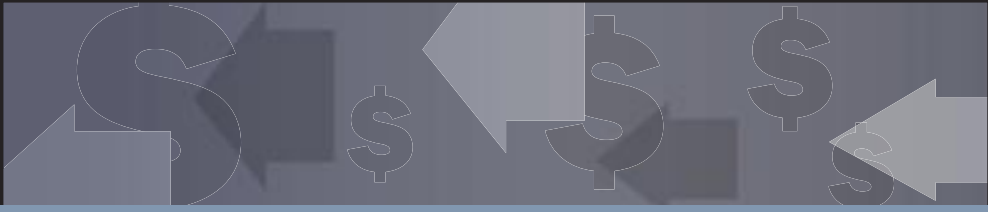
## **Easy Refunds (OneDisburse<sup>SM</sup>)**

Higher One gives every student a choice of how they receive any funds owed to them by the college or university. Students can elect to receive their refund via a third party bank (ACH) deposit, a paper check by mail, or with an "Easy Refund" deposited directly into the student's OneAccount the same day the institution releases it. An "Easy Refund" is by far the fastest way to receive any monies owed to the student and another benefit of opening a free OneAccount.

## **Put It All Together And What Have You Got?**

The convenience of the OneCard combined with the simplicity of the OneAccount gives students a powerful combination of tools for controlling their personal finances while in school. The results of a recent student satisfaction survey, conducted at all Higher One client schools, showed one out of two students at each school are very satisfied using their OneCard and OneAccount. Higher One incorporates the latest internet technologies allowing students access to an online OneAccount statement that is updated in realtime 24/7/365. Students can check their deposits and card purchases anytime allowing them to track their spending.

**Be financially responsible:** Keeping track of your account balance is easy and very important for you to do. Remember, avoiding overdrafts is your responsibility.



# How Your Refund is Disbursed

## What is an Easy Refund?

Think of an Easy Refund as getting your refund to your card...only better. An Easy Refund allows your money to be instantly accessible using your Higher OneCard. Within minutes of your refund being released by the university, you can be buying your books or anything else you need for the semester. Because the money is in your OneAccount, which is a full FREE checking account; you can also access the money by writing checks or using Online Bill Pay.

## How is it so fast?

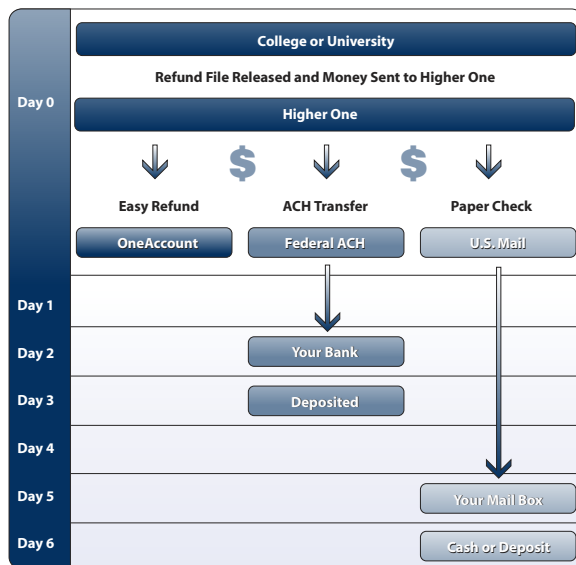
Your school "releases" to Higher One a list of who is owed a refund along with a wire transfer of the money to be disbursed. Higher One immediately checks that there are no errors in the file or wire and then starts refund disbursement. If you have an Easy Refund, the money is available within minutes. If you choose the ACH Transfer (deposit to another bank account) or Paper Check option, Higher One sends the ACH to the Federal ACH clearing House, or

processes the check and prepares it for mailing (checks mailed are processed within the same or next business day depending on when the refund file was received). ACH Transfers can take 2-3 business days for the money to be made available to you by the recipient bank. Checks mailed through U.S. mail could take 5-7 business days. An Easy Refund doesn't rely on the government for processing or mailing, so it's available to you right away. Why wait?

## Are there fees associated with an Easy Refund?

Receiving an Easy Refund is FREE. Using your card to immediately make purchases through Debit MasterCard® is FREE. Drawing cash at Higher One ATMs is also FREE. There are no monthly fees for the OneAccount, and there is no minimum balance requirement. Like all checking accounts, there are fees associated with other services such as wire transfers, stop payments, etc. You can see the fee schedule by logging on to your program website and from the main menu bar, select "Customer Service," then "Disclosures" and click on the link "OneAccount Fees."

# SM Easy Refund



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## Your OneAccount Is Free To Use...Here's How

The OneAccount is a FDIC insured free checking account where there are no monthly fees associated with normal use. Many commercial banks offer free checking as long as you meet certain criteria such as maintain a minimum balance every month, or have at least one direct deposit scheduled every month. With a OneAccount, there are no minimum balance requirements and no minimum deposit requirements.

There are banking services offered by Higher One that do carry a fee. These are rarely used services that most banks charge fees for. You can view the Higher One Fee Schedule by logging in to your OneAccount, and from the "Quick Links" box on your Welcome Page click on the link "Fee Schedule." Can you avoid paying fees and use your OneCard and OneAccount for free? Absolutely! Here's how:

### 1. Just "Swipe and Sign" For Fee-Free Debit MasterCard® Purchases

When using your OneCard to make purchases, always choose "credit" instead of "debit" at the checkout. Swipe the card, and sign the receipt. When you swipe & sign, you won't be charged the PIN-based transaction fee.

### 2. Use Free ATM Machines

While you can use your OneCard to withdraw cash at any ATM machine, always use the fee-free Higher One ATM machines at various locations on campus to avoid any "foreign" ATM fees.

### 3. Check Your Free Online, Real-Time Statement Often

Check your available balance frequently on your online OneAccount statement to make sure you have enough money to cover any purchases or cash withdrawals. It's updated in real-time and available 24/7/365 when you need an up-to-the-minute account balance. Your online statement makes it easy to be responsible and avoid "insufficient funds" fees.

### 4. No More Stamps

It's quick. It's easy. Set up Online Bill Pay through your OneAccount and you'll save money on checks and postage when paying recurring bills such as rent, utilities, car payments and more. Learn more about Online Bill Pay by logging in to your OneAccount and in the "Quick Links" box on your Welcome Page, click on the link "Online Bill Pay."

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# Six Easy Ways To Make A Deposit

Whether you receive financial refunds or not, you can still take advantage of the free OneAccount checking account.

## 1. Add Money Electronically

You can easily transfer money from another account. Just have the account information handy and log in to your OneAccount. From the main menu bar select “One Account” then “Add Money” and follow the directions on setting up and confirming a funding account.

## 2. Get An Easy Refund

When you choose an Easy Refund, all funds owed to you by your college or university are deposited directly into the OneAccount. This provides access to those funds at least 2 or 3 days earlier than an ACH deposit to another bank account or a paper check by mail.

## 3. Receive Money Electronically From Family Or Friends

Parents, friends and family members can make a deposit to your OneAccount when they “Send Money” from their checking or savings account electronically to your OneAccount. It’s fast, safe and you can get money with just a few simple mouse clicks anytime. To sign up, your parent, friend or family member should have their account information ready and log on to your program website. From the main page click on the “Sign Up to Send Money” button, and follow the instructions.

## 4. Get Money Instantly From Other OneAccount Holders

Any OneAccount holder can send money to another OneAccount holder instantly. Log in to your OneAccount and from the main menu bar, click on “Send Money” then “Send” and follow the instructions.

## 5. Setup Payroll Direct Deposit

If direct deposit is available from your employer, you can have your paychecks deposited directly to the OneAccount, saving you time by avoiding the hassles of “going to the bank.”

## 6. Make A Deposit By Mail

Deposit checks by mail. Log on to your program website. From the “Quick Links Box, choose “How to Deposit.” Look for the link to print out a deposit slip and mail it in with your deposit. Please don’t send cash.

Should you need more information, you can get answers to the most frequently asked questions through EasyHelp. Just log on to your program website. From the main home page, click on the link for “EasyHelp.” You can even submit a question and receive an answer directly from Higher One Customer Service Representatives.

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# Deposit

# Spending With Your Card and OneAccount

## Debit MasterCard®

The easiest and most convenient way to access your money is by using your card to make purchases. You can use it at millions of locations worldwide and online, wherever Debit MasterCard® is accepted. Best of all, if you use your card for purchases at participating merchants around campus, you'll earn OneRewards points that can be collected and redeemed for great gifts like DVD Players and Video Game Machines. (Note: The OneRewards program is not yet available at your school.) **Tip: To avoid unnecessary fees, whenever you make a purchase in stores or at the supermarket, always select "credit" instead of "debit."** Then just swipe your card and sign the receipt rather than entering your PIN.

## Recurring Payments

You can pay recurring bills automatically using your card! From Internet and cell phone services to utilities and cable TV, setting up automatic bill payment using your card is easy and you'll save money on postage, and save time because you won't have to write out checks. Call your service provider or check their Web site for information on how to set up automatic bill payment with Debit MasterCard®.

## On-Campus Spending

You can also use your card for campus services such as local eateries, laundry and vending machines.

## Get Cash

There are Higher One ATMs on-campus where you can withdraw cash without a fee.

## Write a Check

Sometimes this is the only way to pay, even if the Debit MasterCard® seems more convenient. If you do not have checks yet, or have written so many that you ran out, ordering is easy. For checking, the Higher One RTN (Routing and Transit Number) is 113024588.

## Other Fee-Based Services Offered by Higher One

### Cash Advances

Cash is available at any bank teller window via a cash advance. Present your Debit MasterCard® and sign for the money.

### Wire Money

Need to send money quickly to someone without an OneAccount? Use our domestic and international wiring service.

### Official Checks

Sometimes, for unusually large purchases you may be required to pay with an official check directly from your bank.

Log on to your program Web site to check the "Fee Schedule" for more information on these fee-based services.

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# How To Read Your Online Statement

The screenshot below is a sample of what an active OneAccount statement looks like. It's easy to read and shows every transaction the cardholder has made, updated in real-time. It's available to review 24/7/365. Let's take a closer look at the statement, starting at the top menu bar:

1. To see your statement, choose "OneAccount," then "OneAccount Statement."
2. In the main menu bar, you will see your up-to-date "Available Balance" and a running tally of the total number of OneRewards points you have earned to date.
3. Here is where you will see your bank routing number, bank account number and wire transfer number.
4. Here is where your "Current Balance" and "Available Balance" are displayed. There can be a difference in these two amounts. Remember, "Available Balance" reflects what you actually have available to spend. The "Current Balance" indicates the account balance before any pending transactions have actually been deducted from your account.
5. Here you will see a detailed list of transactions, item by item. Notice in the above example, you see the date of the transaction, "Card Purchase" as the type of transaction, a description of the transaction showing where the transaction occurred, and the amount of the transaction, whether it be a deposit or withdrawal....and the resulting balance of the account.

**Be financially responsible:** Keeping track of your account balance is easy and very important for you to do. Remember, avoiding overdrafts is your responsibility.



Screenshot of a Sample OneAccount Statement

## How Family And Friends Can Send You Money

It's quick, easy and above all, safe! Your parents, grandparents or friends can send you money electronically directly to your OneAccount. All they have to do is "Sign Up To Send Money." Just give them these directions:

- 1) Log on to the OneCard program website.
- 2) On the program home page, click on the "Sign Up to Send Money" button.
- 3) Make sure to have a check handy. A check will include the bank account number and bank routing number that is needed to sign up.
- 4) Type in all the requested contact information to sign up as a "Sponsor," then click "Next."
- 5) Carefully type in the "funding account" information including the routing and account number. A checking or savings account can be used as the funding account.
- 6) An email can be sent to the OneAccount holder to let them know a sponsor is sending them money. Initially, only up to \$100 dollars can be sent before the funding account has been confirmed.
- 7) Confirm this funding account by checking your bank statement (online or call your bank) and take note of the small amounts that were deposited and withdrawn from your account by Higher One.
- 8) When you have these figures, log back on to your account and from the main menu bar select "Profile," then "Accounts."
- 9) Enter the amounts that were deposited and withdrawn by Higher One, then click "Submit" to confirm your funding account.
- 10) Once your account has been confirmed, the amount you send is not as restricted. The money is transferred electronically to the OneAccount holder.



### Students Get Rewarded When They Use Their Card

With the Higher One OneRewards Program, students can now earn OneRewards points whenever they use their card to buy things they would normally buy at participating merchants near campus, or online.

- ◆ There's no limit to the number of points they can earn.
- ◆ Points can be collected and redeemed for fabulous rewards like DVD players, MP3 players, video games and more.
- ◆ Online partners include Eddie Bauer, Fossil, Linens-N-Things and more.

This is our funds availability timeline for availability information.

| Day/Time Available       |                 |                 |                 |                 |                 |
|--------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Day/Time Requested       | Mon by 9AM ET   | Tues by 9AM ET  | Wed by 9AM ET   | Thurs by 9AM ET | Fri by 9AM ET   |
| Fri by 3pm ET            | \$100           |                 | Remaining Funds |                 |                 |
| Weekends - Sun by 3pm ET |                 | \$100           |                 | Remaining Funds |                 |
| Mon by 3pm ET            |                 | \$100           |                 | Remaining Funds |                 |
| Tues by 3pm ET           |                 |                 | Requested       |                 | Remaining Funds |
| Wed by 3pm ET            | Remaining Funds |                 |                 | \$100           |                 |
| Thurs by 3pm ET          |                 | Remaining Funds |                 |                 | \$100           |

## Request Money

## If Your Parents Send You Money...Read This

It's easy to "request money" from family and friends, and receive it quickly, right to your OneAccount.

As a student, you know you will always need money for living expenses. You need to pay for groceries, rent and utilities (if living off-campus), and many other necessities. It's a fact of life that students will call home to ask their parents or family members to "please send money" to help out with day-to-day expenses. With the OneAccount "Request Money" feature, you can request money from your family, friends or anyone with a U.S. bank account and an email address.

If your parents or family members have signed up to "send money" by setting up a funding account, they can fill your request for money instantly and transfer money to your OneAccount. No waiting for a check to be mailed, or waiting for family to make a special trip to the bank to make a deposit for you. Normally, a transfer of money from any bank account to a student's OneAccount can take up to three business days. However, as a courtesy to OneAccount holders, Higher One will make available the first \$100 dollars of a funds transfer on the next business day.

## Requesting Money Step By Step

1. Log in to your OneAccount from your program website.
2. From the main menu bar select "OneAccount," then "Request Money."
3. Enter the email address of the person from whom you are requesting money, the amount you're requesting and any note or message to send along with your request.
4. Click the "Submit" button, and that's all there is to it. The request is sent along with complete instructions on how to send money to your account.

Should you need more information, you can get answers to the most frequently asked questions through our EasyHelp system. Just log on to your program website. From the main home page, click on the link for "EasyHelp". You can even submit a question and receive an answer directly from Higher One's Customer Service Representatives.

**Be financially responsible:** Keeping track of your account balance is easy and very important for you to do. Remember, avoiding overdrafts is your responsibility.

## How To Send Money From Any OneAccount Holder To Another

Any OneAccount holder can send money to any other OneAccount holder. The electronic transfer is instant, and the money is immediately available to spend.

**The ability to transfer funds from OneAccount to OneAccount is a tremendous convenience. Here are just a few examples where this feature might come in handy for you:**

- ◆ You go to dinner with a friend, and your friend pays the check because you're low on cash. Once you have made a deposit to your OneAccount, you can send money instantly to their OneAccount to pay them back.
- ◆ You share a house near campus with three other students, and you are the one that writes the rent check and mails it to the landlord. The other three students send money instantly to your OneAccount for their share of the rent.
- ◆ A friend is in desperate need of a repair on his car but doesn't have enough to cover it until his next paycheck. You step up and pay for the repair with your Debit MasterCard®. Your friend pays you back later by sending money from his OneAccount to yours.

**It's easy to send money from any OneAccount to any other OneAccount. Here's how:**

- 1) Students log in to their OneAccount.
- 2) From the main menu bar select "Send Money," then "Send."
- 3) Type in the recipient's email address, the amount they're sending and any message or note to send along.
- 4) Select the funding source (in this case it would be "OneAccount") and then click "Send." It's that easy.

For more information, log on to your program website and from the main home page, click on the link for "EasyHelp" to get answers to the most frequently asked questions. You can even submit a question and receive an answer directly from Higher One's Customer Service Representatives.

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## Extra OneAccount Fee-Based Banking Services

There are a number of fee-based services\* that OneAccount holders have found useful and will take advantage of them on occasion. These services are not really necessary in the normal day-to-day use of the OneCard and OneAccount and thus can be avoided.

### Personalized Checks

Most OneAccount holders will order checks when they activate their OneAccount. Checks are useful for the rare occasions you might not be able to use your OneCard, such as making rent payments. There is a nominal charge to buy checks covering the cost of printing and shipping.

### Stop Payment

You may have mailed a payment by check which still has not reached the payee. You can order a stop payment on that check which in effect cancels that check, so you can issue another.

### Official Checks

For larger purchases like vehicles or real estate properties, you may need to pay with an official check. An Official Check is similar to and often used as a Cashier's Check, where funds are guaranteed and certified.

### Wire Transfers

When you need to transfer large sums of money quickly, whether domestic or internationally, you can wire money from your OneAccount to another bank account.

### Use Other ATM Machines

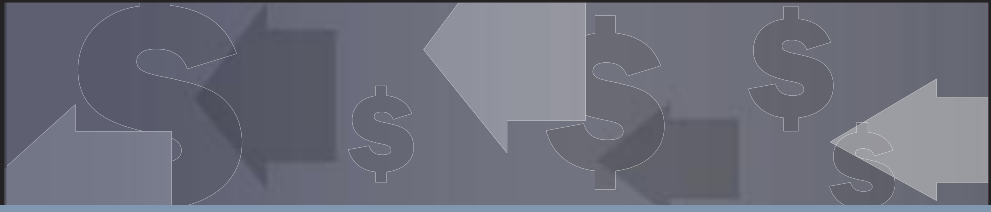
While it's free to use Higher One ATM machines on campus, you can use an off-campus ATM machine for a nominal fee of \$1.50 per transaction.

### Bill Payment Service (Available soon)

When this service becomes available, OneAccount holders will be able to set up online bill payments on their program Web site. For only \$4.95 per month, the online bill payment service can more than pay for itself with the money you'll save on postage and late fees.

\*Fees are subject to change. To view our current fee schedule, log in to your OneAccount and in the "Quick Links" box on your Welcome Page, click on the link "Fee Schedule."

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# Introducing: OneRewards

## The OneRewards Program

Higher One will soon be setting up partnerships with local merchants around your campus in an effort to reward cardholders just for making purchases using their Debit MasterCard®.

When merchants sign up for the OneRewards program, they select a level at which they wish to participate: 5, 10, 15 or 20 points per dollar.

**Whenever you make a purchase using your card at these participating merchants, you'll receive OneRewards points for every dollar you spend.** OneRewards points can be collected and redeemed for free merchandise from our online Redemption Center.

## Here's How it Works

A \$1 purchase at a merchant participating at the 5-point level is worth 5 points, a \$1 dollar purchase at a 10-point merchant is worth 10 points, and so on. Cardholders can save OneRewards points and then redeem them for merchandise and gift certificates through the OneRewards online redemption center. You can find the Redemption Center by logging in to your program Web site, and from the main menu bar select "OneRewards," then "Redemption Center." The Redemption Center is where you will see a catalog of merchandise and gift certificates with descriptions and OneRewards point totals needed for each item.

## Use Your Card, Get Rewarded

The concept is simple and earning points couldn't be easier. The OneRewards program doesn't make you jump through hoops or go out of your way to earn points. OneRewards was designed to help cardholders get more from their card by rewarding you for using it



instead of cash to pay for everyday necessities like food, clothing, household or entertainment items—purchases you would normally make—at easily accessible local merchants around campus or online. OneRewards points can be collected and redeemed for merchandise such as **a combo MP3/CD player, a microwave for the dorm room, a DVD player, Video Game machines and software, and gift certificates** for local restaurants. Plus, we're always adding new items to the Redemption Center.

## Who Are The Participating Merchants?

To find out which local and online retailers are participating in the OneRewards program at your school, just log in to your OneAccount and from the main menu bar select "OneRewards," then "Merchant List."

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# OneRewards

# If You Have Questions, Getting Help Is Easy

**24 Hours A Day, 7 Days A Week, Help Is Only A Mouse Click Away!**

## How to get answers faster and more easily than with a telephone call.

EasyHelp is an interactive FAQ system that allows OneAccount holders to quickly and easily find answers to any questions about their card, OneAccount or school refund. When you read an answer, you can rate the answer and provide feedback on how it helped you. Over time this means EasyHelp will become even more useful to you and your friends. You can use EasyHelp 24/7/365.

## Why is EasyHelp better than calling? Because all the answers are there!

The answers in EasyHelp are the same answers that Higher One's customer service representatives have available to them to answer your questions. Also, when you search for an answer, EasyHelp automatically suggests several possible answers so you can find the answer most relevant to your question.

## EasyHelp Basics

Log in to your OneAccount and select the "EasyHelp" option from the "Help" menu. The EasyHelp system offers three tabs for you to use.

## The "Answers" Tab

1. In the "Topics" sub-menu, select the topic of your question such as "Password/PIN" or "Financial Aid Refunds" among others.
2. Select a sub-topic that corresponds with your topic. For example, if your topic is "Password/PIN" then your sub topic might be "Reset PIN." Then just click "search" for the answers on resetting your PIN number.
3. You can also select "All Topics" and "All Sub-topics," then type in specific keywords in the search bar to find a particular answer you're looking for.

## The "Ask a Question" Tab

**(available only if you have a confirmed email address)**

If you're unable to find an answer, you can use the "Ask a Question" tab. Higher One provides a way to contact our customer service representatives that allows you to ask a specific question online and submit it securely.

## The "Support History" Tab

**(available only if you have a confirmed email address)**

This section allows you to track your service requests. It will include any feedback you have provided, questions you have submitted and answers you have received.

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