



The Roadrunner 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.

2. What is the Roadrunner Card?

The Roadrunner 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 Roadrunner Card in a fast, safe and convenient way.

3. How will I get my Roadrunner Card?

You need to log onto <https://www.enroll.moneynetworkedu.com/> and select the Roadrunner 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.

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

- *Money Network Enabled CHC Roadrunner College Card.* Funds are available the same day school disburses funding.
- *ACH Transfer.* Funds will be received within 3-7 business days after school disburses funding. Time frame may vary depending on individual banking institution policy.

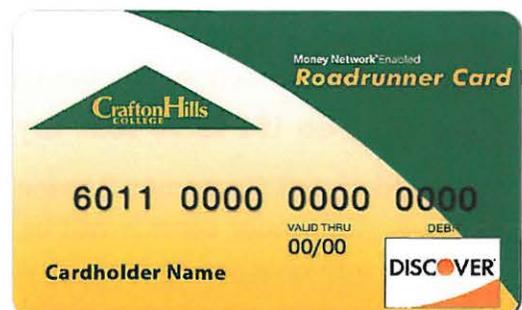
5. What account options are available to me with the Roadrunner Card?

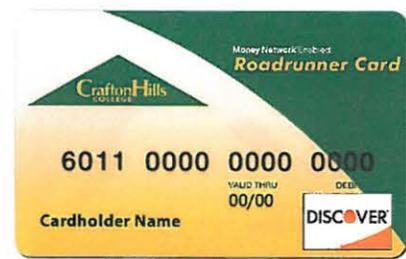
- *Prepaid Account Only.* There is no monthly service fee. Students who select the prepaid account do not have to pass the Patriot Act Identity verification. Students are able to write checks with this account. This selection is ideal for AB540 students or student who wish to use this card only for their 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.



Financial Aid Office – CL 214
Telephone: (909) 389-3277





6. Why is the Discover logo on my card?

Students who select the Roadrunner 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 Roadrunner Card?

Money Network Checks are a free service for any Roadrunner 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 Roadrunner Card?

The Roadrunner 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 Roadrunner Card?

There is a multi-step process in delivery of funds. First, CHC requests funds electronically from the respective grant provided and applies it to your student account. Next, CHC 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. If the Roadrunner Card is selected, funds could be available within 15 minutes for students to access.

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

No. CHC 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 CHC?

Yes you can. If you do not have a Roadrunner Card, then you'll need to visit <https://www.enroll.moneynetworkedu.com/> and change your selection. If you have selected the Roadrunner 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 Roadrunner 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.