To: Department Chairs, Division Business Administrators and Academic Advisors
From: Louis W. Edwards, Associate Vice President and Treasurer
Date: August 18, 2015
Subject: E-Card and Student Refund Changes

Effective July 31, 2015, J. P. Morgan Chase, the service provider offering Title IV refund services via e-card to our students, stopped providing this service. We have selected a new service provider and are currently implementing the new service. The service will not be fully tested and in production until late-September. As a result, student refunds for the fall will be made by check. I ask that you advise students accordingly.

Important changes are as follows:

- During the transition period, students receiving a Title IV refund are encouraged to sign-up for direct deposit. Students who do not sign up for direct deposit will receive a refund check;
- Checks will be distributed for designated students in the TSU Recreation Center based on the following schedule:
  - August 28, 2015, from 8:00 a.m. to 5:00 p.m.
  - August 31 through September 16, 2015 on Mondays, Wednesdays and Fridays (excluding Holidays) from 8:00 a.m. – 11:00 a.m.; and 1:00 p.m. – 4:00 p.m.

We are strongly encouraging students to sign-up for direct deposit. Doing so will greatly minimize the number of printed checks and offer students an alternative to waiting in line to pick up their check.

Students are able to sign-up as follows:

- Visit the Student Accounting office located in the basement of the E.O. Bell Building Room B15 and complete a Direct Deposit Agreement Form
- Visit our webpage at [http://www.tsu.edu/About/Administration/finance/business-affairs/student-accounting](http://www.tsu.edu/About/Administration/finance/business-affairs/student-accounting) select the tab entitled “Forms” and complete a Direct Deposit Agreement Form. The completed form can be dropped off in person, faxed or mailed. The fax number for Student Accounting is 713-313-4316 and their mailing address is 3100 Cleburne St., E.O. Bell Building, B15, Houston, Texas 77004-4501