

# Commerce Student DirectCheck Card for Students

## Frequently Asked Questions for Students

### What is it?

The Student DirectCheck Card is a Visa® prepaid card, a safer, more convenient way to receive your college or university financial aid refunds and other payments. Your financial aid refund and other payments will be loaded onto the Card instead of being sent by check or deposited into a traditional bank account. **Students who receive this Card will have their financial aid refunds and other payments loaded on the Card for their entire enrollment at the school.** Card Replacement fees may apply if the Card is lost or stolen.

### How can I use it?

Your Card can be used to make purchases or get cash (subject to the available balance on the Card). It is not a credit card.

### Where can I use it?

- Anywhere Visa® debit cards are accepted, including online purchases.
- At ATMs displaying the Visa or Plus® logo worldwide. Fees may apply.\*
- At bank lobbies displaying the Visa logo (cash from a teller). Fees may apply.\*
- At thousands of retailers accepting PIN-based transactions with fee-free cash back – including grocery, drug and discount stores.

### Is there a monthly limit on the number of transactions I can make?

No. As long as funds are available on your Card, you can make as many purchases and cash back transactions as you like.

### Are there any special types of transactions I should know about before I shop?

- Gas Stations– If you use your Card at an automated fuel dispenser (i.e., pay at the pump) it may result in a hold on your funds of \$75.00 or more. To avoid this hold, you may go into the gas station and pay the cashier for your purchase in advance, and specify the exact dollar amount of gas you would like to purchase.
- Restaurants and Other Merchants– Restaurants, hair salons and some other types of merchants may obtain an authorization on the Card for an amount greater than the total service bill to cover any gratuity that may be added. Be sure that the balance on the Card is sufficient to cover the cost of the bill plus any anticipated gratuity. If the Card is declined, ask the merchant to obtain an authorization for an amount equal to or less than the balance on your Card. Pay the difference with another form of payment.
- Hotels– Hotels may put a hold on your Card in the amount of your estimated bill, which will make that amount unavailable for other purchases. The hold may last from the time you check in to a few days after you check out. See the Cardholder Agreement for more information about cancelling hotel reservations or other authorizations on the Card.
- Auto Rentals– Auto rental establishments may require you to reserve your car with a credit card. They may allow you to use your Card for the final payment. Please check with the establishment for their specific procedures.

### How do I get cash?

- Withdraw money at ATMs on the Visa or Plus network. Fees apply when using non-Commerce Bank ATMs.\*
- Get cash back by using a PIN when making purchases at many retailers such as grocery, drug or discount stores.
- Make teller cash withdrawals at ANY bank that performs cash advances for Visa. You are allowed one teller withdrawal every seven days at no charge.\*

### Are there fees associated with the Card?

- Monthly Fee: \$0
- Maintenance fee: \$5.00 per month, after 12 months with no monetary activity, until the Card balance reaches \$0.
- Teller Cash Withdrawal: one at no charge per rolling seven day period, \$5.00 for each additional withdrawal during that period.
- ATM Withdrawal: There is no charge if an ATM withdrawal is made at a Commerce Bank ATM. However, if you use a non-Commerce ATM, you will be charged a \$2.00 fee. (Other banks' ATM fees may also apply).
- Automated Customer Service Call: One at no charge per rolling 7 day period, \$.50 for each additional call during that period. .
- Live Customer Service Call: One at no charge per month, \$1.50 for each additional call during that period.
- Card Replacement: \$10.00
- Expedited Card Replacement: \$30.00
- Paper Statement: No charge for E-Statements via CheckMyPayCard.com. \$2.50 per month for each paper statement.
- Text Alerts: First 75 texts per month are at no charge (\$0.15 each text after the first 75 texts per month). Standard text rates from your wireless phone carrier may also apply. See your wireless phone carrier for details.
- See the [Cardholder Agreement](#) for a complete list of fees.

### How can I avoid getting charged fees?

- Use Commerce Bank ATMs
- Get cash back using your PIN when making a purchase
- Make only one cash withdrawal per rolling 7 day period – available from ANY bank that performs cash advances for Visa
- Monitor balance, transactions and monthly E-Statements online at CheckMyPayCard.com and limit calls to Customer Service

### Can other funds be loaded onto my Card?

No, only financial aid refunds and other payments made to you by the college or university are loaded to your Card at the direction of the college or university.

### **Can the Card be overdrawn?**

Transactions are not normally approved when funds are not available on your Card. In the event that, for any reason, a transaction with insufficient funds is authorized (for example, due to a systems malfunction, a late submission by a merchant, or intervening transactions) creating a negative balance or "shortage", you must reimburse us promptly for the amount of the shortage. We may deduct the shortage from the next funds loaded to the Card, subject to applicable law. If your Card has a negative balance and no further load occurs, you are responsible for the negative balance amount.

### **Will I get statements?**

Electronic statements are available online at [CheckMyPayCard.com](http://CheckMyPayCard.com), or a paper statement can be requested and mailed for a fee.\* Transaction history can also be obtained by calling Customer Service at 1-866-620-1367. Fees may apply.\*

### **How can I check the balance on my Card and keep track of my purchases?**

- Online at [CheckMyPayCard.com](http://CheckMyPayCard.com)
- By calling Customer Service (Spanish option available) at 1-866-620-1367. Fees may apply.\*
- Sign up for Text Alerts. Log on to your Card account at [CheckMyPayCard.com](http://CheckMyPayCard.com), choose "Profile", choose "Text Alerts" and select from available text alert options. You can manage your text alert options at any time. Fees may apply.\*

### **How do I get my PIN?**

You can select your PIN via [CheckMyPayCard.com](http://CheckMyPayCard.com) or by calling 1-866-620-1367. Fees may apply.\*

### **If the amount loaded to my Card is incorrect or if my Card has not been loaded, who do I contact?**

Contact the college's or university's financial aid or cashier's office.

### **What if my Card is lost or stolen?**

Immediately report the Card lost or stolen by calling 1-866-620-1367. A new Card will be requested and the funds will be transferred to your new Card. The new Card will arrive in approximately 7-10 days at your home address or other address requested. Expedited shipping is also available. Fees may apply.\*

#### **Disclosures:**

\* See "Are there fees associated with the card?" for a list of some of the common fees. Refer to the Cardholder Agreement for a complete list of fees.