

## **FREQUENTLY ASKED QUESTIONS (FAQ) ABOUT CHECK HANDOUT**

### **Why is WSU mailing my check?**

- Effective July 1, 2008, the federal government is changing rules regarding how universities must monitor financial aid checks. These new rules have prompted us to change our check hand-out procedures.
- We must mail the checks or direct deposit them into the student's bank account within a short time period. We must monitor each check from the date of issuance through the date of settlement.
- If the check is returned to us after 45 days, we are required to cancel the financial aid and send it back to the lender/program.
- If any checks haven't been cashed within 240 days, we are required to cancel the aid and return those funds to the lender/program.
- These rules are found in the Code of Federal Regulations Title 34 (CFR 668.164) on and around page 44648.

### **Why is WSU emphasizing Direct Deposit?**

- Direct Deposit is the safest, fastest, and by far the easiest method for students to receive their money. The form is easy to complete and only requires a couple of entries that you make from information found on your own checks.
- Mail delivery is slower and less secure than a direct deposit to your personal bank account.

### **How do I sign up for Direct Deposit?**

- Go to myWSU
- Select Finances from the left side menu
- Scroll down and click on Direct Deposit Self Service and complete the form

### **What if I want Direct Deposit but I only have a debit card?**

- Your debit card is connected to a bank account. You should have deposit slips to use when you add money to your debit card. Use those numbers when you fill out your direct deposit form.

### **Where will my check be mailed?**

- The check will be mailed to your primary mailing address that you maintain on myWSU.
- It is your responsibility to keep your address updated.

**How do I update my address?**

- Update your addresses on myWSU. Also update your emergency response information as well as updating your e-mail forwarding address.

**When will my check be mailed?**

- When a check is produced, it is processed, and mailed within three business days.

**What if I lost my check?**

- Contact University Receivables Office for procedures to re-issue a check. E-mail [univ-receivables@wsu.edu](mailto:univ-receivables@wsu.edu). WSU will replace your check approximately 10 working days after it was originally mailed. Please make sure you have included your name, your WSU ID number, and the date of original check issued.