

## FREQUENTLY ASKED QUESTIONS

**Q. *What is the Temple Electronic Direct Deposit (TEDD) program?***

A. As part of Temple's efforts to provide students with a more efficient refund process, the University has contracted with PNC Bank to provide fast, convenient processing of refunds from financial aid or other sources on their student account.

**Q. *What are my options for receiving financial aid or other refunds?***

A. You have 3 options for receiving payment:

1. ACH (direct deposit) into a PNC Bank Virtual Wallet Student Edition Checking Account or Free PNC Bank Checking Account.
2. Direct deposit to a bank account at another financial institution.
3. A check mailed to an address you enter into TEDD.

Note, If no option is selected in TEDD, a check is mailed to your local address listed on Self Service Banner (SSB).

**Q. *How do I activate my account/select my refund preference?***

A. Students can activate their refund account by logging into the TUPortal and selecting the TEDD icon. Remember to have your banking information available when accessing TEDD.

**Q. *What are the advantages of having my refunds deposited directly to an existing bank account?***

A. The advantages of having your refund deposited directly into either a PNC Bank account or an account at another bank is that you will receive your refund faster, more securely, and you do not need to worry about whether your address is current.

**Q. *How will I know when my financial aid or other refund has been deposited to my bank account?***

A. You will receive an email notification to your TUmial account from *PNC Payment Portal* when funds are ready to be sent to your bank account. When you receive this message, you can check your bank account either on-line, at an ATM or at your bank's branch office.

**Q. *Can I have my refund deposited to another bank account?***

A. Yes, you can do this by logging into TEDD, selecting the Payment Method tab, clicking the Direct Deposit Option and completing the information. You can use TEDD to change/update your banking information at anytime.

**Q. *Is there a fee for having the funds directly deposited into my account?***

A. No.

**Q. *Can I still pick up a refund check from either the Bursar's office or Student Financial Services?***

A. No. The University's policy is that all refund checks must be mailed. The student is responsible for ensuring that the address in TEDD is accurate. You can confirm/update the address where you want the check to be mailed by accessing TEDD via the TUPortal.

**Q. *Can I input an address in TEDD that is not my local address?***

A. Yes, the check will be mailed to the address you input in TEDD.

**Q. *How will I know when the check has been mailed?***

A. You will receive an email notification to your TUmial account from *PNC Payment Portal* when the check is ready to be mailed.

**Q. *What happens if I don't select an option for my refund on TEDD?***

A. A refund check will be mailed to your local address that is on Self-Service Banner (SSB) Checks are generated once per week, so please remember to allow up to two additional weeks for mailing and processing. For a faster refund, it is recommended that you sign up for Direct Deposit on TEDD.

**Q. *I'm a parent. Can I receive my PLUS refund in another form other than a paper check?***

A. Not at this time.

**Q. *Who do I call if I have a concern with my refund?***

A. For questions about TEDD, call PNC at 1-800-745-7577. If you have a question about the timing or the amount of your refund, please contact Temple's Office of Student Financial Services at 215-204-2244.

**Q. *Can I use TEDD for Work Study?***

- A. No. Student workers being paid work study must sign up for direct deposit of their pay through Banner Self-Service. New students also can provide their direct deposit information at the time of hire when they complete their I-9 form via the Onboarding process.

## **PNC Bank Related Questions**

**Q. *Are there PNC ATM's located on campus?***

- A. Yes-there are a total of 12 ATMs on Main campus, 6 on Health Sciences Center campus and 1 on the Ambler campus. Go to [www.pnc.com/temple](http://www.pnc.com/temple) and click on the ATMs & Branches button.

**Q. *Where is the closest PNC ATM to my home?***

- A. Go to [www.pnc.com/temple](http://www.pnc.com/temple) and click the ATMs & Branches tab and select ATM/Branch locator.

**Q. *Is there a PNC bank on campus?***

- A. Yes, there are PNC branches at:
- Main Campus - 1908 Liacouras Walk
  - Health Sciences Center Campus – 3244 North Broad Street

**Q. *What are the hours of the PNC banks on campus?***

- A. Walk-In Hours

### **Main Campus – 1908 Liacouras Walk**

Monday: 9:30 am – 5:00 pm

Tuesday: 9:30 am - 5:00 pm

Wednesday: 9:30 am - 5:00 pm

Thursday: 9:30 am - 5:00 pm

Friday: 9:30 am - 5:00 pm

Saturday: 10:00 am - 1:00 pm

### **HSC Campus: 3244 North Broad Street**

Monday: 8:00 am - 5:00 pm

Tuesday: 8:00 am - 5:00 pm

Wednesday: 8:00 am - 5:00 pm

Thursday: 8:00 am - 6:00 pm

Friday: 8:00 am - 6:00 pm

Saturday: 8:30 am - 3:00 pm

**Q. Does PNC offer student checking accounts?**

A. Yes. For more information, visit [www.pnc.com/temple](http://www.pnc.com/temple).

**Q. How do I contact PNC?**

A. For banking questions, visit [pnc.com/temple](http://pnc.com/temple), call 1-877- PNC-1000 or visit the branch either at 1908 Liacouras Walk or 3244 North Broad Street.