



**COST-EFFECTIVE
REFUND SOLUTIONS
DESIGNED TO OFFER
YOUR STUDENTS
CHOICE WHILE
REDUCING YOUR
WORKLOAD.**

RefundSelect

Cost-effective refund solution gives your students an unbiased choice in their refund method and keeps your school in complete compliance.

ECSI's refund solution meets the U.S. Department of Education's Cash Management rules. We provide your school with a refund solution allowing you to offer students an unbiased choice of refund methods - direct deposit into an existing account or a paper check. With our open communication to students during the selection process, students can make sure they are selecting the option best for them.

Our solution is fully compliant to both the letter and the spirit of the Department of Education's New Cash Management rules. Because we are deeply engaged in the rule making process, we understand how to keep your school in compliance. From provider levels to disbursement options to contract disclosure, we have your school covered.

Best in Class Customer Service

ECSI's Client Support Team is your one-stop-shop for any questions, issues, or training you need. Our knowledgeable Dedicated Client Support Representatives are passionate about ensuring you have everything you need to be successful. With multiple contact methods such as toll-free phone, email, and our online ticketing system, ECSI makes it easy for clients to get the answers they need.

We know your students and borrowers are your number one priority. That's why ECSI's Customer Service Team is dedicated to providing your students and borrowers the very best customer service at every interaction. Students and borrowers can reach us via toll-free phone, live chat, or email. Additionally, ECSI's user-friendly student website allows students and borrowers to manage their account completely online. Students can fully manage their refund account and profile, check the status of their refund disbursements, update demographic information, and more.



Complete Visibility for Schools

Our online refund portal allows your school's designated staff to see up-to-the-minute refund data for reporting, reconciliation, and general student support activities. Our intuitive application provides your staff all the information they need in one location.

The RefundSelect Advantage for Schools

Our cost-effective, compliant refund solution includes full service features including:

- ACH processing and handling
- Check printing and mail services
- Day-to-day disbursement funds management
- Online access to refund reporting, student accounts, and disbursements

The RefundSelect Advantage for Students

With our solution, your students have a true unbiased choice when selecting their refund method. They will enjoy simple online and mobile applications that allow them to:

- Learn about their refund options
- Make their refund selection
- Check on the status of their refund
- Manage their refund profile
- Access toll-free and live chat customer service



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