Adelphi University has partnered with Higher One to deliver your refund.

We are committed to:

• Delivering 100% of your refund
• Keeping your data secure
• Allowing students to change refund preferences at any time
• Providing students with clear choices
• Offering great customer service
All you need
to know about
refunds!

First, look for the green envelope!

Once it arrives, simply follow these steps to make your refund preference selection:

1. Visit AdelphiOneCard.com
2. Enter your Personal Code
3. Select how you’d like to receive your money

Your options for receiving your refunds are:

SAME BUSINESS DAY DEPOSIT TO A ONEACCOUNT
Money deposited to the account the same business day funds are released by AU to Higher One.

DEPOSIT TO ANOTHER ACCOUNT Money in two to three business days.

PAPER CHECK Money in five to seven business days.

Visit:
AdelphiOneCard.com

FAQs

What kinds of money might I receive from AU?
The most common type of money Higher One disburses to students are funds left over from financial aid awards, loans or grants after tuition has been paid. Students receiving these funds have usually requested this additional support to help with books and living expenses. Other types of money may include reimbursement for tuition overpayment or a dropped class. Higher One uses the term “refund” but AU may have another name for these funds such as a disbursement, residual or a stipend.

Why am I getting a Personal Code?
You will use your Personal Code to make your refund selection at AdelphiOneCard.com.

How will I get a Personal Code?
You will receive your Personal Code in the mail at your primary address on file with AU. Just look for the bright green envelope and please make sure your address is up-to-date.

How is my money delivered?
Delivery of refund money is a multi-step process. First, AU draws funds from the respective loan and/or grant provider and applies it to your student account. Once this information is verified, it is sent to Higher One. Once the specific refund information is received, it is processed and disbursed according to your selection.

Can I change my preference for receiving money from AU?
Yes. Just log into AdelphiOneCard.com and select “refund preferences” from the “Refund” menu option. Once on the page, simply make your new selection and click “Update Preference” button to complete the process.

Be aware that your new selection will only impact future money you receive from AU.

How will I know when my money has been sent?
Higher One will send you an email to the address you entered during setup. You can also view the status online at AdelphiOneCard.com.

Why am I getting a card?
If you make your refund preference selection and choose the OneAccount, the card will be activated for use as a Debit MasterCard® and linked to your OneAccount.

What is the OneAccount?
The OneAccount is a non-interest bearing, internet-only checking account, serviced by Higher One, Inc. It’s exclusively designed for college students with features that support a mobile lifestyle, equipped with security features like cash deposit limits and cash withdrawal limits, offering money available the same day it’s released by your school.

If you choose to open a OneAccount, it is important to note that the Adelphi One Card Debit MasterCard is not a credit card but rather a Debit MasterCard linked to your OneAccount.

What if I have additional questions?
Visit AdelphiOneCard.com or get quick answers with EasyHelp™ – Higher One’s self-service online FAQ database.