

Sent to all students who were awarded the HEERF III grant for Summer and Fall 2021.

Rising, Climbing, Reaching, Achieving.

Be Your Dream



MT. HOOD
COMMUNITY COLLEGE

Hi Student (MHCC ID#: 123456),

Congratulations! You have been awarded an emergency relief grant from the Higher Education Emergency Relief Fund (HEERF) to help you with unexpected expenses related to the COVID-19 pandemic.

You can view your individual award amount on your award offer in [MyMHCC](#). Funds will be sent to you using the distribution method you have selected through [BankMobile](#) (see directions at the bottom of this email).

You will be able to use these funds at your discretion for any necessity expenses you may have such as housing, food, transportation, tuition and fees, course materials, healthcare, technology, and dependent-care expenses. The funds will be disbursed in full directly to you. We have NOT applied and will not apply any of these funds to existing account balances, so any outstanding balance on your student account will still need to be paid.

These funds were made available by the US Government and are being distributed in accordance with their restrictions and guidelines.

Additional Resources: We understand that the COVID-19 pandemic has created a number of unique needs for our students. If you are experiencing hardships at this time of any kind, please do not hesitate to reach out to us through the [Student Support Services Request Form](#) or our live [Student Services HUB Specialists](#) chat feature. In addition, our Student Basic Needs staff are here to help you if you experience trouble affording enough to eat, are without safe and reliable housing, need access to technology and stable internet or other basic necessities to thrive as a student. You can visit mhcc.edu/studentresources for more information.

We are committed to do all that we can to support you with the resources you need to continue your academic journey and ultimately reach your goals. We wish you all the best in your education!

MHCC Office of Financial Aid

finaid.mail@mhcc.edu

(503) 491-7262

www.mhcc.edu/FinancialAid

If you have ALREADY chosen your Refund Preference in BankMobile: Funds will be sent to you using the distribution method you have already selected. **NO ACTION NEEDED.**

If you are new to BankMobile: You will receive an email notice from BankMobile with an access code within a couple of days.

If you do not get an email notice or have NEVER selected how you would like your money delivered with BankMobile: Email or call our Accounts Receivable office at accountsreceivable@mhcc.edu or (503) 491-6070 and they can send you a NEW Personal Code.

Once you have received your personal code, then follow the steps below:

1. Go to RefundSelection.com
2. Enter Your Name
3. Enter Your Email
4. Enter your six digit birthdate.
 - **Please enter the six numbers all strung together, NO DASHES or SLASHES. Example: a birthdate of July 8, 2002, would enter 070802.**
5. Choose your preferred delivery method (The electronic options are the most reliable and safest to receive your funds; if you do not select an option you will receive your refund by check, which will take longer)
 - **Deposit to an existing account** - Your money will arrive 1-2 business days after BankMobile receives the funds from our school.
 - **Deposit to a BankMobile Vibe Checking Account** - Your money will arrive the same business day BankMobile receives the funds from our school.
 - **Check** - Your money will arrive by check in the mail in 2-3 weeks.

If you need assistance with BankMobile after following the above directions, please contact our Accounts Receivable office at accountsreceivable@mhcc.edu or (503) 491-6070.