

Frequently Asked Questions RE: Financial Aid Disbursements to the Discover Card

Q: I didn't receive a Discover card. How can I get my money?

A: You may access your money by using your Raider Card. Go to www.itsmyedu.com/nwfsc and click on the *Manage My Card* link. Log in by using the 16 digit **ISO** number on your Raider Card and your Access Code. Click on Manage Accounts and add the checking account you wish to transfer the money to. Allow 2-5 days for the transfer to reach your bank. You are allowed one free transfer per deposit to your Discover card.

Q: How can I transfer my money on the Discover card to my own bank account?

A: Follow instructions above.

Q: What can I do if I've lost my PIN number?

A: If you have forgotten your PIN number, you may call **1-866-400-8627** for assistance. They can help you reset your PIN. The college does not have access to PIN numbers.

Q: I haven't activated my Raider Card. Does it have to be activated to get my Financial Aid money?

A: Yes, you must activate your Raider Card. You may do this by going to www.onecardgivesback.com/nwfsc. If you have problems activating, call **1-866-979-9018** for assistance.

Q: Can I withdraw cash at an ATM?

A: Yes, you may get cash from the ATM in the K Building on the Niceville campus. There is no fee for using the campus ATM.

Q: If I don't have a Discover card, can I use my Raider Card to make purchases off campus?

A: No, you can only access money from your Raider Card on campus or you may transfer the funds into your own personal bank account (refer to the answer of the first question above).

Q: If I lost my Discover card and want another one, how can I get one?

A: Call **1-866-400-8627** to request a new card. You must have your Raider Card with the ISO number to request a new card. The **bank** will charge you \$5.00 for a replacement card, and it will take 3-5 business days. *(Note: The \$5.00 fee is **not** a college fee and **cannot** be paid to the college. It **must** be paid to Central National Bank.)* Reminder: It is not *necessary* to have the Discover card to access your funds.