Financial Aid Refunds: Most Frequently Asked Questions:

Q: What is the disbursement center and how can I access it?
A: The disbursement center is an online tool that provides you with access to your financial aid refund information and allows you to choose how you receive the refund from your college or university. Instead of going to a specific location on campus to collect refunds, students now manage them electronically.

If you are a current United Bank account holder, you can access the disbursement center by logging on to your United Bank Personal Online Banking Account using your current username and password. Once logged in to your online banking account, the disbursement center will be visible on the main page where you will be able to manage your account information, review refund history, and select from payment options.

If you are not a current United Bank account holder, you can access the disbursement center by visiting westliberty.edu/refundprocess. An email should have been sent to you from United Bank including instructions and your username and password. If you do not have this information please contact Lisa Marple at marplej@westliberty.edu.

Q: What if I do not set up a United disbursement account?
A: You must log into your account and choose an option in order to receive your refund.

Q: What if I forget my username and/or password?
A: If you forget your username and/or password you can call the United Bank Call Center at 1.800.327.9862 to retrieve your information.

Q: How do I update the address where my refund will be sent?
A: You can update your address by logging into your United disbursement account, click on customer service and change address. There is a two to three business day delay in the processing of a change of address.

Q: How will I receive my financial aid refund?
A: Once you access your disbursement center, you will have three options to choose from in order to receive your financial aid refund. You can directly deposit it into your United Bank account, directly deposit it into an account at another financial institution, or receive it as a check in the mail. Choosing to receive a paper check will delay the processing of your refund.

Q: What if I did not receive my refund?
A: If you have not received your refund and believe that you should have received it already, please contact the Business Office at (304) 336-8013 or (304) 336-8944. Please note that the quickest and easiest way to receive a refund is to have your disbursements set to deposit directly into a United Bank account; outside bank accounts can take up to 3 business days and checks up to 5 business days.

Q: How do I sign up for a United Bank Free Student Checking Account so I can receive direct deposit to access my refund faster?
A: Stop in to your nearest United Bank location and then enroll into Online Banking. You can also look for United representatives to be on campus during select dates and times.

Q: What is a routing number and how do I find my Bank’s routing number?
A: A routing number is a number associated to your specific bank that lets the Federal Reserve know where the check is from. It is a nine digit number that appears at the bottom left corner of your checks. This nine digit number is always between two characters (that look like two smiley faces). You may also stop in or call your bank to gain access to your account number.

Q: How do I find my account number?
A: If you have checks, your account number is the ten digit number on the bottom, middle portion of your checks. Do not get it confused with the nine digit number, which is the bank’s routing number. Account numbers are always ten digits including zeros. If you use online banking, your ten digit account number will appear next to the account you wish to use to collect your refunds. You may also stop in or call your bank to gain access to your account number.