Attention Financial Aid Students!!!
The Peralta Community College District has partnered with HigherOne, Inc., a financial services company, to implement a new method of Financial Aid disbursement to the campuses.

Upon receiving your PeraltaCard, you can activate card in three simple steps:

1. **Visit the website** www.PeraltaCard.com
2. **Set up** – Enter your card number to get started.
3. **Choose** the refund option that is best for you. (PeraltaCard, Direct Deposit, By Check)

**Students will have 3 choices to receive their disbursement:**

1. **PeraltaCard** – One Account: Same-day deposits to students' HigherOne accounts (Debit Card)
2. Direct deposits to another bank account (i.e. Wells Fargo, Bank of America, Credit Union, etc…) (refunds available in 2-3 business days)
3. By check, which would be mailed to their home (refunds available in 5-7 business days).

If no option has been selected, you will automatically receive a paper check in the mail **21 days** from your disbursement date.

**If you have trouble activating or selecting your refund preference please contact:**
HigherOne Customer Care – 1-877-405-8672
OR
Your Campus Financial Aid Office

**UPDATE YOUR MAILING AND EMAIL ADDRESS**
The new PeraltaCard will be mailed to each student's current address on file with Peralta Community College District. It is critical that all students update their mailing address.

**Higher One Customer Care:**
• **Website:** www.PeraltaCard.com
• **Phone Number:** 1-877-405-8672
• **Hours of Operation:** Monday – Friday, 8 a.m. to 11 p.m. EST.
• **Automated Services Line:** Available 24 hours a day, 7 days a week.

**Higher One ATM Locations**
- **College of Alameda** – F building right next to the Cyber Café.
- **Berkeley City College** – 5th floor in the Student Lounge.
- **Laney College** – Student center in the dining hall.
- **Merritt College** – R building next to Admission and Records and Financial Aid entrance.

Students will be able to withdraw money from these ATM Machines without a fee. (If students withdraw money from any other ATM or outside bank, they will be charged $2.50 per transaction)

Please note: There is also a $20 replacement fee for lost cards.