

# SCHOOL CASH ONLINE UPDATE: myWallet

Unfortunately, our School Cash Provider KEV will no longer be supporting myWallet as a method of payment.

We have been notified by School Cash Online that effective immediately they will no longer support adding funds into myWallet.

## **When will myWallet be retired?**

Effective immediately, School Cash Online will no longer support adding funds into myWallet. Parents currently using myWallet accounts will be given until October 31, 2021 to use their remaining balances. After November 1, 2021 all parents with remaining balances will be refunded and myWallet will be retired permanently.

### **Trustees:**

*Diane Lloyd  
(Chairperson)*

*Angela Lloyd  
(Vice-chairperson)*

*Cathy Abraham  
Sarah Bobka  
Terry Brown  
Cyndi Dickson  
Kailee Dupuis  
Rose Kitney  
Jaime Klassen Jeninga  
Emilio Ojeda  
Steve Russell*

*Roan Haggerty-Goede  
Justine MacKay  
(Student Trustees)*

## **Is there a replacement product for myWallet?**

Not at this time, however, parents can continue to make online payments using eChecks, the alternate method on SchoolCash Online.

## **What happens to parents' existing funds in myWallet?**

Parents currently using myWallet accounts will be given until October 31, 2021 to use their remaining balances. After November 1, 2021 all parents with remaining balances will be refunded to the original method of payment. We anticipate completing all refund activities before December 10, 2021.

## **Can parents request an immediate refund?**

Yes. To receive an immediate refund, parents can follow these steps:

1. Log into SchoolCash Online.
2. Click 'Refund' under the 'myWallet' tab on the top navigational bar.
3. Enter the amount to be refunded in the 'Amount to Refund' field.
4. Click 'Confirm'

After completing these steps, the refund will be processed within seven (7) days. However, this is not a required action. All balances will be automatically refunded beginning on November 1, 2021.

## **What if a parent's original method of payment is no longer valid?**

Balances will automatically be refunded to the parent's original payment method. If that method of payment is no longer valid or active, the parent should contact KEV support by email at [parenthelp@schoolcashionline.com](mailto:parenthelp@schoolcashionline.com) or by phone at 1-866-961-1803.

## **What if parents have questions?**

Parents can contact KEV support by email at [parenthelp@schoolcashionline.com](mailto:parenthelp@schoolcashionline.com) or by phone at 1-866-961-1803.

Thank you for your understanding in this matter.