

HOPE SCHOLARSHIP WEST VIRGINIA

Hope Scholarship Reimbursement Module Now Available

We are happy to announce that the Reimbursement Module is now available in the new Hope Scholarship online portal! Below are some important reminders about submitting reimbursement requests under the Hope Scholarship Program:

Reimbursement requests are only considered in accordance with the Hope Scholarship Board's authorized reimbursement policy found at: [Hope Reimbursement Policy.pdf \(hopescholarshipwv.com\)](https://www.hopescholarshipwv.com/documents/2023/04/2023-2024_Hope_Scholarship_Board_Reimbursement_Policy.pdf)

Additional information about reimbursements can be found in the Parent Handbook at [The Hope Scholarship Parent Handbook \(hopescholarshipwv.com\)](https://www.hopescholarshipwv.com/documents/2023/04/2023-2024_Hope_Scholarship_Parent_Handbook.pdf).

Because reimbursements will be paid to parents/guardians by ACH, you must link your bank account in the new online portal before submitting a reimbursement request. The system uses a third-party service called Plaid to link your bank account. If Plaid is not available for your financial institution, please email the Hope Engagement Center at help@hopescholarshipwv.com to request a manual override. The Hope Engagement Center will be able to make changes to your account starting tomorrow to allow you to manually enter your routing and bank account information.

The Parent/Guardian User Portal Guide has been updated with instructions and screenprints on how to submit a reimbursement request in the online portal. The updated document can be found [here](#).

If you need further assistance, please contact our new Hope Engagement Center by phone at 681-999-HOPE or by email at help@hopescholarshipwv.com.

hopescholarshipwv.com



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