

Banking issues for students

- 1) Do I need a bank account?
- 2) How long does it take to open a bank account?
- 3) Understanding the package offer with SOGESSUR, SOGECAP and the card fee.
- 4) How to activate the Société Générale mobile app, then how to use it?
- 5) How to activate the bankcard?
- 6) How to change your personal address with SOGESSUR and why is it essential?
- 7) How to contact your bank representative?
- 8) How to get the “attestation de solde bancaire” required for the renewal of the residency card?
- 9) How to deposit a check?
- 10) How to do a wire transfer, or to receive a wire transfer?
- 11) How to retrieve/deposit money at the bank reception?
- 12) How to increase your limit on your card for ATM withdrawals?
- 13) How to block the bankcard in case of theft or loss?
- 14) How to close a bank account?

1) Do I need a bank account?

We highly recommend opening a bank account for students staying in Paris for **more than one semester**. You will need the bank account for the “attestation de solde bancaire” in regards to the renewal of your residency card, and to pay for your student discount metro card “Imagine R”. It will also make your life easier if you sign up for a gym membership, a mobile phone plan, an internet plan...

2) How long does it take to open a bank account?

The whole process of opening a bank account once started takes approximately **three weeks**.

3) Understanding the package offer with SOGESSUR, SOGECAP and the card fee.

When you sign-up with Société Générale for a bank account, you get the student package which automatically includes SOGESSUR (housing insurance + civil liability), SOGECAP (life insurance) and a VISA card.

SOGESSUR: If you live in a studio or small 2 room apartment, the fee will be 5,55 euros per month. If you live in a larger apartment, the fee will be higher.

SOGECAP will cost one euro for the first year, but because of legal reasons you will be charged 45.20 euros then reimbursed 44,20 euros a few weeks later. SOGECAP will be renewed automatically unless you cancel it but the second year you will be charged in full;

this is why we recommend to close SOGECAP before the end of the first year, as it will cost you more the second year.

The Visa card will cost 1 euro for the first year and 10 euros the following years.

4) How to activate the Société Générale mobile app, then how to use it?

The Société Générale **mobile app is very useful** in order to check regularly on the balance of your account, to contact your bank representative, to do a wire transfer, to cancel a lost or stolen card, to activate online payments, to upload an “attestation d’assurance habitation”(housing insurance certificate)...

To log-into the account you need two codes: one **8 digit code given to you when the account is open**, one **6 digit code sent to your AUP mailbox**.

In order to pay online with your card, you will have to activate the “Pass sécurité”. For this in the menu go to “Mes moyens de sécurité”, then “active mon Pass sécurité”. You will then receive by text message on your French phone (you must give them a French phone number) a code that you will type to activate the online payment. Once this is done, when you pay online, you either will receive a text message with a code to type on the merchant’s website, or will have to confirm via the app the payment.

5) How to activate the bankcard?

To activate your bankcard, you should withdraw cash from an ATM using your 4-digit PIN code sent to your AUP mailbox.

6) How to change your personal address with SOGESSUR and why is it essential?

To change your address when you move into a new apartment, you have to call SOGESSUR at 09 69 32 99 69, and change the details of your new apartment: address, floor, square meters... If you don’t speak French, the Student Development Helpdesk can assist you with this.

It is essential that you change the address when you move into an apartment, **in the contrary if anything happens you will not be insured (even though you have paid the premium) and might have to owe a lot of money to your landlord**. Each SOGESSUR contract when subscribed at the bank automatically shows 102 rue Saint Dominique as your address, so needs to be modified.

7) How to contact your bank representative?

If you need to contact your bank representative, on the mobile app under “nous contacter” then “mon conseiller”, you will have the option to email or call her/him. If you do not have the app you will need to go to the agency to ask who that person is and get her/his contact details.

8) How to get the “attestation de solde bancaire” required for the renewal of the residency card?

After one year at AUP, you will need to renew your immigration status and the French government will ask you to demonstrate that you have enough money to “survive” while you live in France, which you will do through this document issued by the bank. To get your attestation de solde bancaire (bank balance certificate) for your residency card renewal, you should contact your bank representative **in advance** and ask her/him to print it out and make it available for when you go to the agency. **Make sure that it has your personal address** (the one you give to the French authorities), **not the AUP address**.

9) How to deposit a check?

To deposit a check, you **HAVE to sign, date the back of your check and add your bank account**. You will then have to fill out a “remise de chèque”. A booklet of “remise de chèques” should have been given to you when the account was opened. In order to fill out the remise de chèque for the first time, the Student Development Helpdesk or the Société Générale welcome desk can assist you.

10) How to do a wire transfer, or to receive a wire transfer?

You can do a wire transfer from the phone app under “Transferts et virements”. You will have to add and save the contact and bank information of the person you are wiring money to, before you do the wire transfer. If you do not have the app, you can do the wire transfer at the bank agency.

To receive a wire transfer, you must give your “RIB” (bank information: IBAN + BIC) to the person sending the money to you.

11) How to retrieve/deposit money at the bank reception?

If you need to **withdraw a large amount of money** that exceeds your card limit, you can do so at the bank reception desk **in the morning only**.

If you wish to deposit cash, you can do so all day at the machine inside the agency, or at the agency welcome desk.

12) How to increase your limit on your card for ATM withdrawals?

If you need to increase exceptionally the withdrawal limit on your card, you can do so on the app under “cartes”, then “demander une capacité exceptionnelle de retrait”. If you would like your weekly withdrawal capacity to be increased, you should contact your bank representative.

13) How to block the bankcard in case of theft or loss?

If your bank card has been lost or stolen you should cancel the card asap. You can do so on the app under “cartes”, “CB Visa”, then click on the three small dots at the bottom of the page, and finally “**faire opposition a la carte**”. You can also do it **by phone** at this number **09 69 39 77 77**.

14) How to close a bank account?

To close your bank account, you must contact your bank representative and schedule an appointment two weeks before you leave. If you have a lot of money on your account, bring your home bank information with you to schedule a wire transfer of that money.