

## Frequently Asked Questions

### 1. When will my first payment plan payment be debited from my account?

The first check that you include with your payment plan application will be deposited immediately. If you are paying by credit card, the credit card will be processed when the college processes your payment plan application. Remaining payments will be debited from or charged to your account on the 5th or 20th of each month until your balance is paid in full.

### 2. When will NBS/FACTS debit or charge my account for the \$25 set-up fee?

After your agreement is received by NBS/FACTS, a letter will be sent confirming the payment amount and the date of your payment. The confirmation letter will also serve as a reminder that the \$25 nonrefundable NBS/FACTS Set-up Fee will be processed from the account indicated on the agreement form **within 14 days** of the agreement being posted to the NBS/FACTS system. Please note: The date you choose (the 5th or the 20th of the month) cannot be changed after the payment plan agreement is processed.

### 3. What happens if there isn't enough money in my bank account or available credit when my automatic payment is attempted?

NBS/FACTS will contact you regarding the returned payment and a \$25 NBS/FACTS Returned Payment Fee will be assessed. Participation in the payment plan may be terminated by Excelsior College. If this happens, contact the Excelsior College Student Accounting Office and make payment directly to the college.

### 4. What if I change banks or credit card information after completing the NBS/FACTS Automatic Payment Agreement?

Simply contact NBS/FACTS at 800.609.8056 to update your information at least 7 days prior to your scheduled payment. Be sure to have your bank name, account number, bank routing number OR credit card and expiration date when calling. Please note: If you wish to change from an automatic bank payment to a credit card or vice versa, a new agreement will need to be completed and an additional \$25 nonrefundable NBS/FACTS Set-up Fee will be assessed.

### 5. What happens if I do not make all my required payments?

You may be withdrawn from the payment plan when the 3rd payment attempt has been unsuccessful. You will be immediately withdrawn from Excelsior College and the payment plan if you close your bank account and do not provide a new account number prior to the next scheduled payment.

### 6. What is the NBS/FACTS Access Code?

To help protect your privacy, NBS/FACTS asks the person responsible for the payments to create an access code. If you should call NBS/FACTS inquiring about your agreement or inquire online through My FACTS Account, you will be required to verify your NBS/FACTS Access Code. If you do not create an access code on your agreement, one will be randomly assigned to you. *Your NBS/FACTS Access Code will be identified on your NBS/FACTS Confirmation Letter. Please remember to keep a copy of your confirmation letter.*

### QUESTIONS

If you have additional questions about how the payment plan works or the agreement, please call the Excelsior College Student Accounting Office at 888.647.2388. (At the prompt, press 1-4-2 to expedite your call.) If you need more information about enrolling in an Excelsior College degree program, call the Excelsior College Admissions Office at 888.647.2388. (At the prompt, press 2-7 to expedite your call.)



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## Use the *MALS Tuition Payment Plan*

and make 3 easy and affordable  
monthly payments.

Now when you enroll in the Excelsior College Master of Arts Degree in Liberal Studies, you can budget the cost of tuition over three easy monthly payments. With the **MALS Tuition Payment Plan**, you can divide the total cost of 2, 3, 4 or 6 credit hours over three months. Excelsior College makes it easier and more affordable to budget your tuition costs. The first payment is due with your Excelsior College enrollment, then you make just two more easy payments.



### Follow These Simple Steps to Enroll in the MALS Payment Plan:

▶ Complete the Excelsior College registration form. Attach a check made payable to Excelsior College for the amount of your first payment. If you are paying by credit card, include the amount of the first payment to be charged with the credit card information on the Excelsior College form. The amount of your subsequent monthly payments will be equal to your first payment amount. (Refer to the chart below.)

▶ Complete and sign the NBS/FACTS Automatic Payment Agreement for Excelsior College provided. This will authorize NBS/FACTS to process directly with your financial institution the \$25 nonrefundable set-up fee and the scheduled monthly payments. Choose from two ways to pay: Authorize an automatic bank payment, which is a bank-to-bank transfer of funds to NBS/FACTS from either your checking or savings account. Attach a check marked VOID for use in setting up your payment plan. OR use your MasterCard®, Visa®, Discover® Card or American Express® credit card account. The amount of your monthly payments will be the amount you determine and approve in Section 4 of the NBS/FACTS Automatic Payment Agreement. This amount will be deducted from your account or charged to your credit card on the 5th or 20th of each month (your choice) until the balance is paid in full.

▶ Mail the completed Excelsior College course registration form with your first payment and the NBS/FACTS Automatic Payment Agreement to Excelsior College.

### Tips for Completing the Agreement

When completing the NBS/FACTS Automatic Payment Agreement be sure to have the following information.

- Your Student ID number.
- The name and address of the person responsible for making the payments. Please note: you must provide an address located in the US.
- Account information for the person responsible for payment.  
—You will need the bank name and telephone number, account number and bank routing number. Most of this information is located on your check. Please note: the bank account you provide must be a US financial Institution.  
—Credit card information (if paying by credit card). You will need your credit card number and the expiration date.

#### QUESTIONS

If you would like information about enrolling in an Excelsior College degree program, call the Excelsior College Admissions office at 888.647.2388. (At the prompt, press 2-7 to expedite your call.)