Frequently Asked Questions

6. What if I change banks or credit card information after completing the online 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 $15 nonrefundable NBS/FACTS Set-up Fee will be assessed.

7. 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 need more information about how to register for a nursing workshop using the Nursing Workshop Payment Plan, call the Excelsior College Student Accounting Office at 888.647.2388. (At the prompt, press 1-4-2 to expedite your call.)

nelnet®
BUSINESS SOLUTIONS
formerly FACTS Management Co.

800.609.8056 • info@factsmgt.com

EX 0015

Customer service representatives are available
Monday through Thursday, 7:30 am to 7:00 pm (CT),
and Friday, 7:30 am to 5:00 pm.

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AUTOMATIC PAYMENT PLAN

An easier way to pay for college.

• Affordable • Convenient • Interest-Free

Now register online for your nursing workshop using our Nursing Workshop Payment Plan!

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Now you can register online for the Excelsior College Nursing Workshop and use our Nursing Workshop Payment Plan!

Excelsior College is pleased to offer the Nursing Workshop Payment Plan administered by Nelnet Business Solutions, formerly FACTS Management Co. This payment plan allows you to more easily pay for your nursing workshop online with our two-payment plan option. The first payment will be processed when you register for your nursing workshop and choose to pay using the Nursing Workshop Payment Plan. The second (final) payment will be processed on the date you choose, either the 5th or the 20th of the following month.

EXCELSIOR COLLEGE®

Registering for our Nursing Workshops with the Nursing Workshop Payment Plan is simple. Here's how:

Visit **www.excelsior.edu** and click on Nursing Learning Resources to register for the nursing workshop. Select the payment option that's best for you: pay in full or with the Nursing Workshop Payment Plan. When you choose the payment plan option, you will complete and submit the NBS/FACTS Automatic Payment Agreement, which will be presented to you online.

Important: With the payment plan, you will be able to take your nursing workshop only after you have completed the two payments. So if you need to take your nursing workshop immediately, please choose to pay in full at registration. If you receive a nursing workshop date prior to the end of your payment plan date, you will be required to pay your payment plan in full, 10 days prior to the nursing workshop date. Payment must be made directly to Excelsior College.

When you take advantage of the payment plan you will pay a $15 nonrefundable Set-up Fee to NBS/FACTS electronically. If participation in a nursing workshop is cancelled six days or more before the start date, the nursing workshop fee equal to the payment made will be refunded, minus a $270 cancellation fee. If participation is cancelled five days or less before the start date, the entire nursing workshop fee will be forfeited.

Information Required to Complete the NBS/FACTS Automatic Payment Agreement

When completing the NBS/FACTS Automatic Payment Agreement be sure you 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.

Frequently Asked Questions

1. When will my first payment plan payment be debited from my account?
Your first payment will be processed electronically at the time you register for the payment plan. Your remaining payment 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 $15 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 $15 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 each month) cannot be changed after the payment plan agreement is processed.

3. If I sign up for the Nursing Workshop Payment Plan, will NBS/FACTS and Excelsior College have direct access to my account?
No. By completing the online NBS/FACTS Automatic Payment Agreement, you are only authorizing deductions from your checking, savings or credit card account. Neither NBS/FACTS nor Excelsior College will have access to your balance or any other account information.

4. 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.

5. What happens if I do not make a required payment?
You may be withdrawn from the payment plan when the 3rd payment attempt has been unsuccessful.