

Frequently Asked Questions

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

If you are using the paper-based payment plan, and are paying by check, 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.

If you use the Payment Plan on the Web when paying for services, your first payment will be processed electronically at the time you register for the payment plan. 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. If I sign up for the CPNE Payment Plan, will NBS/FACTS and Excelsior College have direct access to my account?

No. By completing the 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 \$30 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You may be withdrawn from the payment plan when the 3rd payment attempt has been unsuccessful.

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

Simply contact NBS 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.

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.*



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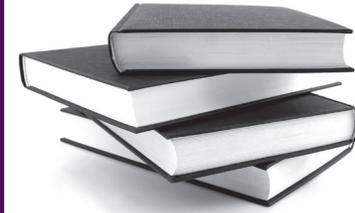
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Customer service representatives are available
Monday through Thursday, 7:30 am to 7:00 pm (CT),
and Friday, 7:30 am to 5:00 pm.

Register for your CPNE and use Excelsior College's payment plan.

Excelsior College is pleased to offer you the CPNE Payment Plan, administered by Nelnet Business Solutions, formerly FACTS Management Co. This payment plan offers a more convenient way to budget and pay your CPNE costs. The CPNE payment plan allows you to budget up to 6 payments. If you choose our 6 payment plan, the initial payment is \$600, with five remaining payments. The \$600 initial payment allows us to process your application and will give you a test date for your exam, once your application is complete. You can choose either the 5th or the 20th of the month for the date that your subsequent payments will be automatically taken from your checking, savings or credit card account.

Important Facts about participating in the CPNE Payment Plan, please read carefully.

You may participate in the CPNE payment plan even if you have requested to be included on the cancellation list. If you receive a test date prior to the end of your payment plan date, **you will be required to pay your payment plan in full 30 days prior to your test date.** Payment must be made directly to Excelsior College.

If you transfer to a SPAC test site (from NPAC or MPAC) after you entered into the payment plan, your payment plan with Excelsior will be terminated. Your application and the balance of your CPNE payments will be transferred to SPAC, minus transfer fees and any applicable cancellation fees.

If you miss a payment on the date you selected for your payment to be taken out of your account, another payment attempt will be made on the next payment date. For example, if you choose the 5th for your payment date, and funds are not available, the next attempt will be made on the 20th. If funds continue not to be available on the 20th, the last attempt for payment will be made on the following 5th. Two payments will be attempted on the final payment attempt. If the payment attempt is successful, your account will be in good standing and your testing date will still be valid. If the third payment attempt fails, your payment plan will be closed, and you will be notified that payment in full is necessary to hold your testing date.

Follow These Simple Steps to Enroll in the CPNE Payment Plan:

After completing the CPNE application, complete the NBS/FACTS Automatic Payment Agreement provided. This will authorize NBS/FACTS to process directly with your financial institution a \$25 nonrefundable NBS/FACTS Set-up Fee and your scheduled electronic payments.

Choose from two ways to pay: Authorize an automatic bank payment, which is a bank-to-bank transfer of funds from your checking or savings account or use your MasterCard, VISA, Discover Card, or American Express. Your electronic payments 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.

If you choose to pay with your bank account, attach a check made payable to Excelsior College for the amount of your initial payment. Attach a second check marked VOID for use by NBS/FACTS in setting up your subsequent electronic payments.

If you are paying by credit card, include the amount of the initial payment to be charged with the credit card information on the CPNE application form. Mail the CPNE application form and the completed NBS/FACTS Automatic Payment Agreement to Excelsior College. Please note: You must include your initial payment made payable to Excelsior College.

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.)

Information Required to Complete the NBS/FACTS Automatic Payment 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.

