

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 e-Cashier 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 *Pay YOUR Way* 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 \$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 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.

6. 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.

7. I am close to graduating. Is the payment plan right for me?

No. If you anticipate graduating prior to the end of your payment plan term, the payment plan is not right for you. All fees must be paid in full to receive your Excelsior College Diploma. If you are not sure when you are eligible to graduate, an Excelsior College Admissions Counselor would be glad to assist you.

8. 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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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.

If you want to move up with a respected degree...

Now is the time to enroll in Excelsior College... ...with our **Pay YOUR Way** Payment Plan!

Excelsior College is pleased to offer **Pay YOUR Way** Payment Plan administered by Nelnet Business Solutions, formerly FACTS Management Co. The plan lets you more easily budget your enrollment cost. When you enroll YOU decide how you want to pay... choosing from two to six monthly payments. You will then divide the total due over the number of months YOU choose. Excelsior College makes it easier and more affordable to budget your enrollment cost.

Pay YOUR Way with easy and affordable payments



Follow These Simple Steps to Enroll in the **Pay YOUR Way** Payment Plan:

Complete a NBS/FACTS Automatic Payment Agreement. 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 to NBS/FACTS from either 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. There are two convenient ways to complete your NBS/FACTS Automatic Payment Agreement:

- After enrolling in the program of your choice online at www.excelsior.edu/myec, complete a NBS/FACTS Automatic Payment Agreement. Refer to the menu bar at the top of each web page for additional answers to questions you may have. Use the "Proceed" button to move through steps, making sure you read all the information provided. Before you click the "Submit" button, please carefully read through the Final Review and the Terms and Conditions. An immediate e-mail will be sent (if an e-mail address was provided for the person responsible for payment) confirming enrollment in the payment plan. Please note: your first payment will be processed immediately from your account or credit card when completing a NBS/FACTS Automatic Payment Agreement online.

-OR-

- After completing the appropriate Excelsior College enrollment form for the program of your choice, complete the NBS/FACTS Automatic Payment Agreement provided. Attach a check made payable to Excelsior College for the amount of your first 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 first payment to be charged with the credit card information on the Excelsior College enrollment form and the completed NBS/FACTS Automatic Payment Agreement to Excelsior College. **Please note: Your first payment must be made payable 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.)