

## Monthly Payment Plan Detailed FAQs

### Tuition Expenses, What's Your Plan?

Paying for the costs of a college or seminary education is a concern for nearly every student and family. The fact is few of us have the resources to simply write a check for the full cost of tuition each semester. So how are you meeting your costs? What's your plan? Do you have one? Having a solid plan for covering the cost of tuition is an important step toward graduation. Southeastern Baptist Theological Seminary (SEBTS) and The College at Southeastern (C@SE) are pleased to enlist the services of Nelnet Business Solutions (NBS or Nelnet) to make the process easier for you. These FAQs outline payment solutions brought to you by NBS, the leading tuition payment plan provider in the industry. Working together, SEBTS and NBS will provide you with sensible strategies for covering your tuition expenses.

### What is the Payment Plan?

The Monthly Payment Plan provides students the opportunity to make tuition payments throughout a given semester. The Payment Plan is not a loan program. You have no debt, there are no interest or finance charges assessed, and there is no credit check. The only cost is a \$25 enrollment fee per semester. Each payment is an ACH bank draft that occurs on the 20<sup>th</sup> of each month. Only current tuition charges can be included on the in the Monthly Payment Plan.

### How Do I Enroll in the Plan?

All Monthly Payment Plan enrollments are done online. The online enrollment is simple, secure, and easy. A detail of all plan information can be found by accessing our page online in either CampusNet or Self-Service.

To find accounting services in CampusNet click on "menu" then find "Forms and Info" and select "Accounting Services". From the accounting services page select "Enroll in a Payment Plan" to be transferred to a summary of all available plan options. The Payment Plan must be created by the published school payment deadline each semester. Deadlines can be found on the Accounting Services website mentioned above.

The cost to enroll in your interest-free Monthly Payment Plan is a \$25 per semester enrollment fee, which immediately drafts upon enrollment. A new plan must be enrolled in each term.

#### How to Access Nelnet:

- Go to [www.sebts.edu](http://www.sebts.edu)
- Click on Student Portal or SEBTS CampusNet
- Click on Menu then Forms & Info Tab
- Click accounting services
- Click on the "Enroll in a payment Plan"

### What info will I need to Enroll?

To enroll be sure to have the following information:

- Your student ID as assigned by SEBTS.
- The name, address, and e-mail address of the person responsible for making the payments.
- To protect your privacy, you will need to create your own unique Access Code. Please be sure it is something you can easily remember.
- Account information for the person responsible for payment. You will need the bank name, telephone number, account number, and the bank routing number. Most of this information is located on your check.
- You will need to know the amount desired to be put on the payment plan.

### Is a Down Payment Required?

Most monthly payment plans enrolled in by the published payment deadline do not require a down payment. Students wishing to use certain payment plans may be required to make a minimum down payment of up to 30% in addition to a \$25 Nelnet Enrollment Fee. Down payments are deducted immediately from the account provided on the agreement. If the down payment fails for any reason, the agreement is terminated and notification is sent to the person responsible.

### How do I know that my Payment Plan was Successful?

An immediate e-mail will be sent (if an e-mail address was provided for the person responsible for payment) confirming enrollment through Nelnet. Also, your Payment Plan will usually be posted to your student account on the following business day.

### Are Adjustments Automatically Made to my Payment Plan?

Adjustments are **not** automatically made to your Payment Plan upon making a payment, receiving a scholarship, or changing registration. A NelNet Change of Status Form must be submitted to the Accounting Services requesting this adjustment. NelNet Change Forms must be received 5 (five) business days before the date of a draft in order for it to affect the upcoming draft.

To change your address, phone number, or banking information changes, you can call the Nelnet/FACTS Company directly at (800) 609-8056.

## Additional Questions

### 1. When and what time will the funds be withdrawn from my bank account?

Nelnet/FACTS specifies the date each payment will occur, but it is your financial institution that determines the time of day the payment is debited. Nelnet/FACTS recommends you check with your financial institution to determine how far in advance funds should be deposited into your account to ensure the automatic payment clears. If a payment date falls on a weekend or banking holiday, the payment will be attempted the **following** business day.

### 2. Can I pay by phone with Nelnet/FACTS?

In accordance with the Terms & Conditions of your NelNet/FACTS agreement, payments are processed electronically. NelNet/FACTS does not accept payments by phone.

### 3. Can I pay my Payment Plan with a debit or credit card?

The Payment Plan can only be paid as an ACH bank draft from a checking or savings account. This cannot be paid with a debit or a credit card.

### 4. What is the Nelnet/FACTS Access Code?

To help protect your privacy, Nelnet/FACTS asks the person responsible for the payments to create an access code. If you should call inquiring about your agreement or inquire online through [www.mypaymentplan.com](http://www.mypaymentplan.com), you may be required to verify your Access Code. If you do not create an access code on your agreement, one will be randomly assigned to you. *Please remember to keep a copy of your confirmation notification.*

### 5. Can I use the Monthly Payment Plan to pay off a past balance?

No. The Monthly Tuition Payment Plan is provided for students to be able to pay their current tuition and matriculation fees over the course of that semester. The Monthly Payment Plan is to be used only for current semester tuition and matriculation fees. This plan is not to be used for past balances, future balances, housing fees, or as a semester loan.

### 7. What if my payment is returned?

Should an automatic bank payment be returned, a \$30.00 Nelnet/FACTS Returned Payment Fee will be automatically assessed to your bank account. You will be notified by Nelnet/FACTS of the returned payment via mail or e-mail.

### 6. Will my Monthly Payment Plan roll over into the next semester or do I need to sign up for the plan each semester?

You must sign up for the Monthly Payment Plan each semester by the appropriate deadlines if you desire to use the plan. The plan does not roll over to the next semester.

### Nelnet Business Solutions

Formerly FACTS Management Company

For Additional help, please call at  
800.609.8056.

Customer Service Representatives are available  
Monday through Thursday, 7:30 am to 7:00 pm  
(CST), and Friday, 7:30 am to 5:00 pm (CST).

### SEBTS Accounting Services

PO Box 1889

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