

FREQUENTLY ASKED QUESTIONS ABOUT NBS PAYMENT PLANS

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 When and what time will the funds be withdrawn from my bank account?

*NBS specifies the date each payment will occur, but it is your financial institution that determines the time of day the payment is debited. NBS 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. How will I be notified of my payment information?

*Once your agreement is posted to the NBS Payment Plan system, you will receive a confirmation notification of your payment amount by e-mail or letter. Payments will be processed until the total balance is paid in full. The notification has important information you **must** have to log on to Manage Your Payment Plan Account. The notification also serves as a reminder that a **\$45.00 per term or \$80.00 annual nonrefundable enrollment fee will be processed from the account indicated on the agreement.***

3. Can I pay by phone with NBS Payment Plan?

In accordance with the Terms & Conditions of your NBS Payment Plan agreement, payments are processed electronically. NBS does not accept payments by phone.

4. What is the NBS Access Code?

*To help protect your privacy, NBS asks the person responsible for the payments to create an access code. If you should call into NBS inquiring about your NBS Payment Plan agreement or inquire online through Manage Your Payment Plan Account, you will be required to verify your NBS Access Code. If you do not create an access code on your NBS agreement, one will be randomly assigned to you. **Your NBS Access Code will be identified on your NBS Payment Plan Confirmation Notification. Please remember to keep a copy of your confirmation notification, which will be sent via e-mail.***

5. What if I receive financial aid or drop/add classes after I enroll in NBS Payment Plan?

Please do not assume your balance will automatically be adjusted if financial aid is received or a class is dropped or added. If you drop or add classes, it is your responsibility to notify the North Central College Student Accounts Office (630) 637-5682. NBS will continue to deduct payments from your bank account or charge payments to your credit card according to your original plan agreement until notification is received by NBS from North Central College that a change should be made to your plan agreement.

6. Who should not enroll in NBS Payment Plan?

You should not enroll in NBS if you have been awarded financial aid in excess of your total costs (as evidenced by an award letter).

You should not enroll in NBS Payment Plan if you have a remaining balance on your North Central College student account of less than \$100.