

Payment Plan Frequently Asked Questions

Q: If I sign up for a payment plan will I be charged interest?

A: No there is no interest charged on the payment plans?

Q: Why do I have to immediately pay a \$25 fee and who gets that money?

A: The \$25 is a set-up fee that goes to Nelnet Business Services for managing the payment plan site.

Q: Can I pay-off my plan early:

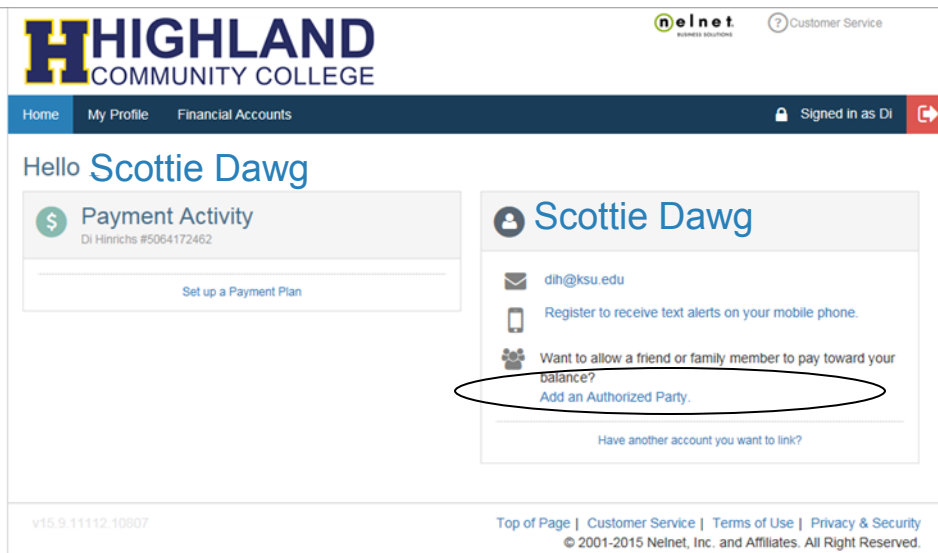
A: Yes, within the system you will have the ability to make single payments. Once your balance has reached zero your payment plan will end.

Q: Can I set-up my account so my parents can make the payments?

A: Yes, you have the ability to set up an Authorized Party.

Q: How do I set up an Authorized Party?

A: After you have entered your profile information and established your account on the right hand side of the screen will be a link to add an Authorized Party. Click the link and follow the instructions. After you have set up an Authorized Party they will receive an email with instructions on how to set up their account.



The screenshot displays the user interface for the Highland Community College payment plan system. At the top, the college logo and name are visible, along with the Nelnet logo and a Customer Service link. A navigation bar includes 'Home', 'My Profile', and 'Financial Accounts'. The user is signed in as 'DI'. The main content area is personalized for 'Scottie Dawg' and features two primary sections: 'Payment Activity' on the left, which includes a 'Set up a Payment Plan' button, and a user profile on the right. The profile section lists the user's email 'dlh@ksu.edu', an option to 'Register to receive text alerts on your mobile phone', and a circled link to 'Add an Authorized Party' under the heading 'Want to allow a friend or family member to pay toward your balance?'. A footer at the bottom contains version information, a 'Top of Page' link, and copyright notices for Nelnet, Inc. and its affiliates.



HIGHLAND COMMUNITY COLLEGE

Q: What if there isn't enough money in my account when the payment runs?

A: You will be charged a \$30 insufficient funds penalty and in 3 to 4 days Nelnet will attempt to rerun the payment.

Q: After establishing my payment plan can I change the payment account?

A: Yes, at any time you can go into your account and change the payment method or account.