



## **CREDIT/DEBIT CARD AND SERVICE FEE FREQUENTLY ASKED QUESTIONS:**

### **Can I pay tuition and other student account charges by credit or debit card?**

Yes. Credit and debit card payments are accepted only online. Jefferson College will no longer accept credit/debit card payments by mail, in person, over the phone, email, or fax for charges on student accounts such as tuition, fees, parking stickers, housing rent, and childcare charges. On-line credit and debit card payments are processed by a secure third-party service provider, and not Jefferson College.

### **What credit cards can I use to pay my student account charges?**

You may make student account payments with Visa, MasterCard, Discover, and American Express.

### **Is there a fee for using a credit or debit card for student account payments?**

Card users are assessed a separate, non-refundable service fee of 2.85% of the payment amount (\$3 minimum fee) – at the time of each credit or debit card payment for student account charges. The non-refundable service fee is assessed by our third-party processor, not Jefferson College, and will be included with your total payment amount on your credit card statement. To avoid paying the service fee, you may pay your account by using the electronic check option.

### **Why is a service fee added for credit and debit card payments?**

The College has experienced increased credit card processing fees charged by third-party vendors which have become prohibitively expensive, thereby reducing funds available for academic programs and services for all students. Jefferson College wants to continue to offer the option to pay by credit and debit cards but must pass the cost of the fees on to users. Jefferson College does not receive any part of the service fees nor has it in the past.

### **Why can't I see the service fee charge on my student account?**

The service fee is assessed by our third-party processor, not Jefferson College, so it will not appear on your student account. Payment for tuition and other student account charges will be noted as JEFFERSON COLLEGE on your credit card statement. Payment for service fees will be noted as NBS JEFFCO SERVICE FEES as a separate line on your monthly statement.

### **Is the service fee refundable?**

The 2.85% (\$3 minimum) service fee is non-refundable, even if the payment to which it relates is canceled, refunded, credited, or charged back. This fee is collected by our third-party vendor, and they determine whether or not the fee is refundable.

### **Will Jefferson College accept credit/debit card payments for non-student account charges?**

Jefferson College will continue to accept Visa, MasterCard, and Discover credit and debit card payments without a service fee for non-student account payments, such as miscellaneous testing and application fees, theatre events, and Continuing Education courses as these payments are processed directly to the College and not through a third-party vendor. Housing deposits are processed through a third-party vendor which accepts Visa, MasterCard, Discover, and American Express with the same service fee as described above.