

IS THERE ANY WAY I CAN AVOID PAYING A

SERVICE FEE?

You can avoid the service fee by paying on *my Tri-C space* with an e-check (bank transfer from your checking or savings account).

service fee.

If you have a , you can pay with the account. Find your account and routing number online by:

Log in to your account

Under the 'Account' tab, select 'Recent Activity.'

Your account information will be listed at the top of the page near your available balance. You can also view your account number through the Mobile Banking App under 'Direct Deposits.'

MAY I PAY EDUCATIONAL EXPENSES THAT APPEAR ON MY STUDENT ACCOUNT WITH A DEBIT CARD?

Yes. You may pay with a MasterCard, Visa, Discover or American Express debit card. Because credit and debit transactions are processed together, debit card transactions will be assessed a service fee. *Payment via debit card will provide a maximum of two additional business days before the funds are withdrawn from your bank account.*

MAY I MAKE A CREDIT CARD PAYMENT OVER THE PHONE?

February 1, 2019, credit card payments will no longer be accepted by phone.

MAY I MAKE A CREDIT CARD PAYMENT IN PERSON?

No. Starting October 1, 2015 credit card payments no longer accepted in person at the enrollment centers due to changing regulations that affect Cuyahoga Community College. Credit card payments can be made through *my Tri-C space* or over the phone. The credit card service fee will be assessed.

THIS CHANGE AFFECTS MY ABILITY TO PAY MY STUDENT BILL. WHAT CAN I DO?

Tri-C offers several payment plans to assist in either budgeting or financing your education. For additional information, please go to the My Info tab of *my Tri-C space*. You may also contact the Office of Financial Aid and Scholarships on your campus or call 216-987-6000 to speak with a financial aid adviser. While Tri-C cannot guarantee additional funding, there may be other options or resources available to you. Financial Aid advisors are available to guide you through the process.

OFTEN I RECEIVE CHECKS FROM MY CREDIT CARD COMPANY. CAN I USE THE ROUTING NUMBER AND ACCOUNT NUMBER ON THESE CHECKS TO MAKE AN E-CHECK PAYMENT?

No. The credit card company will not honor these checks when used electronically. The payment will be returned as "account not found." You may use these checks in person only.

WHAT IF I RECEIVE A REFUND FOR MY TUITION OR OTHER FEES?

The service fee is not refundable even if the payment to which it relates is canceled, refunded, credited or charged back.

WILL THE SERVICE FEE THAT I AM CHARGED SHOW UP ON MY STUDENT ACCOUNT BILL?

Yes. The service fee will appear on your credit card statement, and on your student account. On your credit card statement, you will see two transactions – one for the student account payment and one for the service fee.

WHAT CAN STILL BE PAID WITH A CREDIT CARD WITHOUT INCURRING A SERVICE FEE?

Purchases at Barnes & Noble Campus Bookstores, ARAMARK food service locations and Java City and online book purchases through the bookstores will not be assessed the service fee.