

# Carroll College Announces Important Payment Changes

Beginning July 1, 2009, Carroll College will accept American Express, Discover and MasterCard credit/debit cards for tuition, fees, course-related expenses and room and board charges. Credit/debit card payments will be processed by Official Payments, a leader in electronic payment processing. Official Payments will charge a 2.5% convenience fee for this service. VISA has elected not to participate in percentage-based pricing and will no longer be accepted. Carroll College will also offer a no-cost electronic check option.

## NEW ELECTRONIC PAYMENT OPTIONS EFFECTIVE JULY 1, 2009

### FREQUENTLY ASKED QUESTIONS

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

- Yes. Credit card payments will be accepted online.
- Beginning July 1, 2009, Carroll College will no longer accept credit card payments for student account charges in person, by telephone or by mail.
- The credit card payments accepted online will be processed by Official Payments, a secure third-party payment service provider. A convenience fee will be charged for this service.

#### What credit cards does Carroll accept for payment of student account charges?

- Effective July 1, 2009 Carroll will accept American Express, Discover and MasterCard through our provider, Official Payments, accessed online. VISA will not be accepted for student account payments.

#### Why won't you accept my VISA for payment?

- We have decided not to accept VISA for payments because we are using Official Payments to process our credit card payments, and a percentage based convenience fee will be charged for each transaction. VISA does not allow the fees they charge to be passed on to the credit card holder.

#### Why are you charging a convenience fee?

- The credit card companies charge a fee to process credit card payments. In the past, these costs have not been passed along to the students paying by credit card. Last year Carroll College spent over \$150,000.00 in credit card processing fees. We felt that by eliminating this huge expense we would be able to benefit all students. By reducing costs we are able to keep the cost of attending Carroll as low as possible. We still want to provide students the ability to use their credit card for payment, and have contracted with Official Payments to provide that service. A convenience fee of 2.5% of the transaction amount will be charged for each payment made by American Express, Discover and MasterCard. This fee is charged by Official Payments for the service they provide and to cover the fee charged by your credit card company. None of

this fee is paid to Carroll College. Please be aware that there are other payment methods available that you can use with no fee.

**Why are credit card payments only accepted online? Why can't I pay by credit card in the business office? Why can't I give you my credit card information to pay by telephone?**

- All credit card transactions will be processed by Official Payments, not Carroll College. Official Payments offers a convenient, secure site for paying by credit card that will be accessible online. There will also be a telephone number available to call Official Payments to pay by credit card or e-check for those who prefer to pay by telephone. Carroll College will continue to process payments by check and cash that can be made in person or by mail without a convenience fee.

**What are my other payment options?**

- You may pay by check, money order or cashier's check by mail or in person at the Carroll College Business Office. Cash is also accepted by the Cashier in the Business Office. (Please never mail cash). No fees are charged for using these payment methods.
- You may pay by E-Check online or by telephone to Official Payments. There is no fee charged for paying by E-Check.