



**Purpose:** To provide students with responses to frequently asked questions about stipends. Any additional questions should be directed to the student's Student Advisor.

**1. Who is Sallie Mae and why are they emailing me?**

Sallie Mae is a third-party group that Ashford University has partnered with as of June 1, 2011 to manage stipend disbursements for eligible students. On Ashford's behalf, Sallie Mae will print and mail paper checks or process direct deposit for students who are eligible to receive a financial aid stipend. Sallie Mae will begin contacting you upon initial receipt of your information from Ashford, which occurs within one (1) business day of posting attendance.

**2. Am I eligible to receive a stipend?**

You are only eligible for a stipend if you have excess financial aid funds left over from your award after tuition and applicable fees have been satisfied. You may also contact your Student Advisor for confirmation of stipend eligibility once your financial aid disbursement has posted to your student account at the University.

**3. Why has Ashford decided to partner with Sallie Mae for stipend disbursements?**

Partnering with Sallie Mae allows Ashford University to offer direct deposit to eligible students, while still remaining compliant with Title IV regulations and Payment Card Industry Security Standards.

**4. Will the partnership with Sallie Mae cost me anything?**

No additional costs will be assessed to you by Ashford University as a result of our partnership with Sallie Mae. You should check with your financial institution to ensure no additional costs will be incurred as a result of direct deposit.

**5. Why should I sign up for direct deposit?**

Direct deposit accelerates your stipend delivery. This means that if you are eligible to receive excess financial aid funds, the funds will arrive sooner than they would if you had instead opted for a paper check.

**6. When can I sign up for direct deposit?**

You may see a link for direct deposit in your Student Portal, but you should wait until you receive an email invitation from Sallie Mae to sign up. The invitation will be sent to you within one (1) day of posting attendance.

**7. Where do I sign up for direct deposit?**

In your Student Portal, under the "My Finances" link, click the "Direct Deposit Set Up" or follow the link in the invitation you received from Sallie Mae via email.

**8. Can my parent register for direct deposit?**

No, this option is only available to students. Excess funds available from Federal PLUS loans will be released to the (parent) borrower via paper check.

**9. How long until my stipend is direct deposited into my account?**

You can sign up any time for direct deposit *after* your invitation has been sent. However, it can take up to three (3) business days to verify your routing and account information. If your account is not verified before your next stipend is issued, a paper check will be mailed to you.

**10. Who do I contact if I have a problem creating my account?**

If you have received an invitation to set up your account, you should contact Sallie Mae directly. You can also contact your Student Advisor.



**11. What is Sallie Mae's customer service and check verification phone number?**

- Service Number: 1.800.239.4211
- Hours: Monday - Friday, 8:00 am – 9:00 pm (EST)

**12. When will the funds be in my bank account if I use direct deposit?**

Sallie Mae will make the funds available to your bank account or financial institution no more than two (2) business days after the stipend appears on your student ledger in the Student Portal, excluding holidays. The timeframe of when the funds will actually be available for use will depend on your bank or financial institution.

**13. How long does Sallie Mae have to mail checks?**

Sallie Mae mails paper checks no more than three (3) business days after the stipend appears on your student ledger in the Student Portal, excluding holidays, from Fishers, Indiana. Transit time may vary.

**14. Can I change my preference from a check to direct deposit?**

Yes, you can change your preference by logging into Sallie Mae's site or by calling Sallie Mae's customer service number. New direct deposit accounts must be validated before they can be used. This process can take up to three (3) business days.

**15. Who can I contact if I have a question pertaining to my stipend amount?**

You can check your Student Portal for financial aid disbursement and stipend transactions. If you have further questions, contact your Student Advisor.

**16. Does my authorization on the Credit Authorization Form change the amount of my stipend?**

The amount of your stipend does not change according to your selected authorization; however, the timing of these funds will depend on the authorization you have selected. If you have authorized the University to manage your financial aid excess funds, you will receive these funds according to the University stipend policy. If you have questions about your selected authorization, you can contact your Student Advisor.

**17. Do I need to notify Sallie Mae if my contact information changes?**

No, as long as the new information is updated in your Student Portal, it will be communicated to Sallie Mae. If changes are made in your Student Portal, you should allow 24 hours for these changes to be reflected on Sallie Mae's site.

**18. What if I don't want to provide my account information to Sallie Mae?**

If you do not want to provide your account information, you can continue to receive a paper check by registering for this option on the Sallie Mae site.

**19. Is my account information safe?**

All of the systems at Sallie Mae undergo a standard Payment Card Industry (PCI) compliance test and are certified as PCI compliant. Any system where personal information is housed requires a username and password to successfully pass an online identity validation.

**20. Can I receive my check at a different address, rather than my address on file?**

Yes, you can receive your paper check at a different address rather than your address on file. For more information, please contact your Student Advisor.

**21. Can I receive my check in overnight mail if I pay for the shipping costs?**

Unfortunately, we cannot offer overnight mail. If expedited delivery is necessary, signing up for direct deposit is your best option.



**22. How do I know when my check was mailed?**

If you have registered for a paper check on Sallie Mae's site, you can view pertinent information regarding your stipend, including check number, mailed date, and current status. Additionally, you will receive an email communication indicating the status of your stipend.

**23. Can I have my stipend direct deposited into an international bank account?**

If your bank account or financial institution is international, but has a US-affiliated nine (9) digit routing number and a valid bank account number, then the direct deposit will work. If it does not have these requirements, you will only be able to receive stipends by paper check.

**24. Why does my ledger show a future stipend date?**

The transaction date on the ledger reflects the date Sallie Mae should have been notified of your stipend. Please allow at least 24 hours for this notification to occur.