



THE COLLEGE TUITION BENEFIT®

HELPING FAMILIES PAY FOR COLLEGE

FREQUENTLY ASKED QUESTIONS

How do members sign up?

Upon receipt of employer information from United Concordia Dental (UCD), The College Tuition Benefit® (CTB) will send an email to the plan administrator with a census file that can be completed for all eligible members and returned to CTB for upload to the system. Once the file is uploaded, members will receive a welcome email explaining how to sign up and access their account, set up a password, and register eligible students.

Alternately, members can log in to their *MyDentalBenefits* account at www.UnitedConcordia.com, click Learn More in the Tuition Rewards notification bar and begin the sign up process. Please note that if a member puts off signing up, a child may lose eligibility. Our colleges will make no exception for this situation.

How do new hires sign up?

New hires should log in to their *MyDentalBenefits* account at www.UnitedConcordia.com, click Learn More in the Tuition Rewards notification bar and begin the sign up process.

What if a member does not have an email address or does not supply one?

Unfortunately, we cannot communicate with any member without an email address. We cannot provide SAGE Scholars Tuition Rewards to members without an email address. (A member can use a spouse's email address.)

Where does the money come from to pay for Tuition Rewards?

Tuition Rewards are a guaranteed minimum discount off the full "list price" of tuition as opposed to monetary reimbursement. Participating schools have entered into a contractual agreement to reduce their tuition by the amount of Tuition Rewards points submitted by the member. One Tuition Rewards point = \$1 reduction in full tuition. Tuition Rewards are never provided in cash.

Who can members register for Tuition Rewards?

Members can sponsor students who are part of their immediate or extended family - children, grandchildren, nieces, nephews, stepchildren and godchildren. Members cannot sponsor their neighbor's or co-worker's children when there is no family connection. Members cannot use Tuition Rewards for their own education or toward the education of a spouse, partner or child who has already started 12th grade.



Is there any limit to the number of students a member can register?

There is no limit to the number of students a member can register. We expect and hope members continue to register children as their family commitments grow. To do this they simply log in to their personal account by going to unitedconcordia.collegetuitionbenefit.com and selecting Log in to Your Existing Account, click-on "Add Student" and complete the necessary information.

What is the maximum amount of Tuition Rewards members can use per child?

Participating colleges honor Tuition Rewards points submitted as a guaranteed minimum discount off the published price of tuition. Tuition Rewards are "capped" at a maximum 25 percent discount, divided evenly over four years. Tuition Rewards may be combined with other financial aid. A handful of participating colleges are still operating under pre-2004 contracts limiting the maximum reward to \$13,800-\$15,600. An updated college list is available online when members log in to their accounts.

Note that there are Member Tuition Rewards and Student Tuition Rewards. Member Tuition Rewards are in the member's account and can be used in any amount, for any sponsored student. Student Tuition Rewards (500 points awarded at the time the student is registered) can only be used by that student and are non-transferrable.

What are the member's responsibilities?

The member must register an eligible student before August 31 of the year he or she enters 12th grade.

Member Tuition Rewards are in the member's name until they are pledged to a sponsored student. Tuition Rewards must be pledged to a sponsored student before August 31 of the year the student enters 12th grade. Members will receive emails starting in May when a sponsored student is in 11th grade reminding them they must go into their account and pledge some or all of their Tuition Rewards if they want to use them for that 11th grade student. The member must do this before August 31 prior to the student entering 12th grade. If the member does not take this action, the amount of Tuition Rewards points that can be submitted to participating colleges at the time of application is drastically limited.

Also shown in a member's account is a list of participating colleges and universities. Within ten days of when a student sends an application to a participating school(s), a member must select the schools(s) on the list to which the student has applied. In this way the schools(s) are notified of the student's Tuition Rewards points. Tuition Rewards can be submitted to multiple schools.

What if a member pledges Tuition Rewards and the student doesn't use them or attends a non-participating SAGE College?



On June 15 following 12th grade, a member can go into his or her account, retrieve the unused student Tuition Rewards points and put them back in their account to be used for another student.

What happens if a college stops participating before a student can use the Tuition Rewards at that college?

Even if a college stops participating in the SAGE Scholars network, the college is obligated to honor Tuition Rewards earned up to the date of withdrawal. The college does not have to honor Tuition Rewards points earned after their termination date.

Do the colleges have any obligation to accept students with Tuition Rewards?

No. The colleges will observe their normal student acceptance policies.

How do Tuition Rewards affect financial aid qualification?

Tuition Rewards are considered guaranteed minimum financial aid. All students are encouraged to apply for financial aid.

The following example shows how Tuition Rewards complement financial aid. Let's say a student's family has 20,000 Tuition Rewards points; because Tuition Rewards are divided evenly over four years, the student has earned a guaranteed minimum discount of \$5,000 per year. The student applies for financial aid at three of our participating schools (a very common occurrence). The first school awards \$10,000 per year in total aid, the second awards \$4,000 per year, and the third awards no financial aid.

The first school has more than met its obligation of a \$5,000 per year discount. The second college will have to increase their award to at least \$5,000 per year. The third school will have to provide \$5,000 of financial aid.

What if a student is registered by more than one member?

Tuition Rewards points can be pooled together for the same student as long as the student is registered under both accounts. Keep in mind that Tuition Rewards are typically "capped" at a maximum 25 percent discount, divided evenly over four years; however, a handful of participating colleges are still operating under pre-2004 contracts that limit the maximum reward to \$13,800 – \$15,600. An updated college list is available online when you log in to your account.

What happens if or when a member leaves my organization or is terminated?

The member keeps the Tuition Rewards earned up to the last date of employment. He or she will not earn any new Tuition Rewards points. If the member is then employed by another employer that offers CTB, the member



can connect his or her Tuition Rewards account through the new employer to continue accruing Tuition Rewards. The member will need to contact CTB once they join the new employer to request continued account access. So long as the employer offers CTB and the member is eligible, the member can continue to accrue Tuition Rewards. Otherwise, the member will not be eligible to earn any additional Tuition Rewards.

Who sees the names of sponsored students and what do they do with them?

CTB's privacy statement dictates that the only people who see the names of sponsored students are the colleges. Starting when a student is in 9th grade, the colleges can view the names and may begin sending recruiting materials. The process is similar to what most families experience in 11th grade when students take the SAT or ACT. Colleges never see the amount of Tuition Rewards a member or student has until the Tuition Rewards are pledged in 11th grade and then they will only see the Tuition Rewards pledged to that student.

Can Tuition Rewards be used for graduate school?

No. Tuition Rewards can only be used for full-time, undergraduate education beginning with a student's freshman year.

Can Tuition Rewards be used if a student transfers to a participating college?

The school to which the student transfers may choose to accept the Tuition Rewards, but there is no contractual obligation to honor the Tuition Rewards.

Do Tuition Rewards go with a member into retirement?

Yes, Tuition Rewards go with a member into retirement. Members may continue to register students as family commitments grow.

What happens if a member passes away?

If a member passes away, his or her executor can manage the account and has the ability to move the Tuition Rewards into the name of a student's guardian.

What if a member has questions about their account?

Any member with questions can contact The College Tuition Benefit® by phone, Monday to Friday, 8:30 a.m. to 4:30 p.m. Eastern time at (844) 244-4086, or via email to ucdsupport@CollegeTuitionBenefit.com.



How should employers promote The College Tuition Benefit®?

Most employers promote The College Tuition Benefit by completing the census and sending it back to CTB for upload. This ensures that all eligible members in their company will receive a welcome email explaining how to sign up and access their account. Alternately, employers can also promote CTB via company emails, company intranet postings, and breakroom posters with the intent of encouraging eligible employees to sign up for the benefit.

Important Deadlines

There are two very important deadlines that must be met for members to utilize their Tuition Rewards points.

Adding Students and Pledging Tuition Rewards.

- Students must be registered by the member by August 31 of the year when the student begins 12th grade.
- The last day for pledging earned Tuition Rewards to a student is August 31 of the year the student begins 12th grade.
 - This is also the last day for a student to earn any Student Tuition Rewards from any source.

Submitting Student Tuition Rewards to member schools.

- Using the college and university list available in the member's account, the member must submit a Tuition Rewards statement to any participating school(s) a registered student applies to within ten days of the application being submitted.