

# Frequently Asked Questions

## Who is Tuition Management Systems and what do they do?

Tuition Management Systems was founded in 1985 to help families afford education. We have served nearly two million students at over 1,000 K-12 private schools, colleges and universities. We enable students and families to pay their education expenses through convenient monthly payments. In 2007, we became a division of KeyBank National Association. KeyBank is the nation's premier education lender. Together we bring you the most comprehensive education payment solutions in the nation, and a combined 70 years of helping families afford education.

## Why does my school choose to work with Tuition Management Systems?

By working with Tuition Management Systems, your school can concentrate on what they do best... educating students. Tuition Management Systems offers students and families more flexibility and options for paying tuition.

## What is the Monthly Payment Plan?

The Monthly Payment Plan is an alternative to paying for an entire year in full. Tuition Management Systems enables students and families to break their costs into monthly payments.

## How will you and your family benefit from the Monthly Payment Plan?

In addition to small monthly payments, other benefits include:

- Multiple payment methods.
- Life Insurance is available to cover the balance due in the event of the death of the payer. (If applicable.)
- Access to your account 24 hours a day 7 days a week, online at [afford.com](http://afford.com).
- Access to Education Payment Advisors Monday – Friday 8:00am – 10:00pm ET and Saturday from 9:00am to 3:00pm ET.

## How do I enroll?

An enrollment form is provided by your school.

## How do I make my payments?

- You may pay by check or money order through the mail.
  - Direct Debit Option (DDO) is available from a checking or statement savings account at no additional charge.
  - You may pay by electronic check over the phone or online for a \$5 convenience fee.
  - Pay using a MasterCard®, American Express® or Discover Card® (a convenience fee may apply).
- If you choose this option, you must contact Tuition Management Systems each time you wish to charge a payment. Call toll free 800-722-4867 or visit [afford.com](http://afford.com).

## Will I receive a bill?

Unless you choose to make your payments directly from a checking or savings account, you will receive a bill each month.

## Is there a grace period for paying my bill?


No, Tuition Management Systems must receive payments on the due date as stated on your bill. If the total amount due is not received by this date your account is subject to a service fee.

## What if I have additional questions?

Visit [afford.com](http://afford.com) or contact an Education Payment Advisor at 800-722-4867.

**Be sure to include your account number on any correspondence with Tuition Management Systems.**



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