

## GENERAL INFORMATION

- The Collections department is part of Student Financial Services.
- An account is transferred to the Collections department when a student becomes non-current (a student that is not registered during the current semester and has a balance owing on their account).
- All charges are due 30 days from the date the charge is placed on the account.
- The first time that an account is considered past due is 60 days from the date of the first unpaid charge on the account.
- An account is first reported to the credit bureau upon transferring to the Collections department. It is possible for an account to be considered past due, even up to 180 days past due when the account transfers to the Collections department.

### If an account is in collections, here is some important information to know:

- An approved payment schedule needs to be established as soon as possible.
- A deferment can be established, if a student qualifies.
- In all circumstances, communication will always be in a student's best interest. Silence can only make a situation worse.

### Here is a list of information shared with the credit bureau every month:

- The current account balance.
- Monthly payment commitment, if there is one.
- The date of last payment on account.
- Account holder's credit rating.

### Credit ratings are determined as follows:

- The credit rating starts with a 1 (indicating an account that is current and in good standing) and changes consecutively each month a payment is not received until it reaches a 5 (indicating an account that is at least 180 days past due).
- Payments are due by the 25<sup>th</sup> of each month. If a payment is not received by the 24<sup>th</sup> of the following month, the credit rating will change to the next level.

### Credit ratings are not permanent. Students can change their credit ratings in the following ways:

- Accounts can be brought current by paying all missed payments.
- Establishing a payment schedule.
- The credit rating is changed to a 9 (indicating an account that is more than 180 days delinquent, a charge off/write off account, or an account that has been sent to a third party collector). Account holders will be notified before this happens.

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**Once a credit rating is a 9:**

- The credit rating can never be changed back to a 1 even if a payment schedule is established or the account is paid in full.
- All payments are reported to the credit bureau each month.
- Once the account is paid in full, the credit bureau will be notified during the next reporting cycle and the account on the credit file will be marked paid in full.
- An account with a 9 rating looks much better to a creditor if the debtor is making payments or if the account is paid in full rather than no effort to pay is being shown.

**If the Collections department is unsuccessful in collecting an unpaid balance, the account will be turned over to a third party collector. If this happens, account holders will need to know the following:**

- Account holders will deal only with the third party collector from that point on.  
If communication about an account needs to be made with Andrews University, it will be done between the third party collector and Rhonda Peak, Collections Manager at Andrews University.
- The credit rating will automatically change to a 9 rating.
- The student will be responsible for all collection cost.  
This will range anywhere from 25% to 50% of the total balance on the account.  
**Example:** An account balance of \$3000.00 plus a 50% collection fee of \$1500.00 would result in a new balance of \$4500.00.

**Connect to Collections!**



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