

CACUBO + GradGuard Webcast

Questions and Answers

1. Do universities have the ability to withhold refunds if the student has a past due balance?

No, per DOE guidelines you have to refund a TIV credit balance within 14 days. You can only apply TIV aid to a prior aid year balance up to \$200.00. Helpful details on managing TIV funds can be found here: <https://fsapartners.ed.gov/knowledge-center/fsa-handbook/2023-2024/vol4/ch2-disbursing-fsa-funds>

If FSA disbursements to a student's account at the school create a Title IV credit balance, the school must pay the credit balance directly to the student or parent as soon as possible but no later than 14 days after.

2. During Q&A can you speak about pre-existing conditions?

Pre-existing and chronic conditions are not excluded under the program.

3. Have any of your schools eliminated the appeals process entirely after implementing a tuition insurance solution?

While it is prevalent, we are not familiar with many schools that entirely eliminated the appeals process due a voluntary tuition insurance solution. Rather, most schools have reported a decrease in the number of cases that go to an appeals committee or that require management and review by the institution.

4. How do each of you deal with holding financial responsibility for the student to pay versus allowing for exemptions for inability to pay and register?

Purdue:

At Purdue West Lafayette campus, we place a registration hold if the balance exceeds \$1,000 in past due Tuition & Fees. In order to register, the student would need to bring their balance under this threshold. We do allow for exceptions if we have documentation of pending financial aid or similar resource that will be available shortly after the initial registration.

5. Have you reported the insurance payments on the 1098T (box 10). Has there been feedback from the student/family?

Purdue:

When student's opt-in to Tuition Insurance via Grad Guard, the student purchases and makes payment directly to Grad Guard. This does not affect the student account in any way, and therefore, is a non-factor in reporting on the 1098-T.

However, if the student files a claim any amounts paid out from an approved claim by GradGuard and there were amounts still due to the University; we will post that distribution as a regular payment on the student account, which then would be capture in our Box 1 reporting on the 1098T.