

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 y. 1999, the University of Michigan System established a policy of non-discrimination on the basis of race, sex, color, religion, national origin, age, marital status, or disability. This policy applies to all employees, students, and visitors of the University of Michigan System.

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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