



# CAROLINAS CREDIT UNION FOUNDATION

## FAQS FOR SCHOLARSHIP RECIPIENTS

### CONGRATULATIONS!

Your credit union is pleased to be able to support your educational goals through our scholarship program. The following FAQs share next steps and timelines for ensuring that your scholarship payment is properly credited to your account at the college or university of your choice.

Please keep in mind that the credit union's scholarships are administered through our partnership with the Carolinas Credit Union Foundation. Any questions related to processing and delivery of your scholarship payment should be directed to Jeff Hardin at the Carolinas Credit Union Foundation ([jhardin@carolinasfoundation.org](mailto:jhardin@carolinasfoundation.org) or 336-601-1764).

#### 1. DOES THE CREDIT UNION SEND MY SCHOLARSHIP CHECK?

No. Scholarship checks are processed and mailed by our partner, the Carolinas Credit Union Foundation. The credit union has a fund on deposit at the Foundation to cover your scholarship payment at the proper time.

#### 2. WHAT IS THE NEXT STEP IN RECEIVING MY SCHOLARSHIP PAYMENT?

In mid-April, you will receive an email from Lauren Whaley ([lwhaley@carolinasfoundation.org](mailto:lwhaley@carolinasfoundation.org)) at the Foundation announcing that you have won a scholarship, followed by an email from Jeff Hardin ([jhardin@carolinasfoundation.org](mailto:jhardin@carolinasfoundation.org)) sharing next steps. We strongly encourage you to add Lauren and Jeff's email addresses to your safe sender's list in your email account, or check your spam mail frequently to ensure receipt of these communications.

#### 3. ARE SCHOLARSHIP FUNDS SENT TO ME?

No, scholarship funds are sent to the college or university you will be attending in the fall. The school will credit your account.

#### 4. WHAT COSTS DOES MY SCHOLARSHIP COVER?

Scholarships are awarded to cover tuition costs only. In some cases, exceptions can be granted to cover textbooks and other items that the school might bill you for. If you would like to request an exception for anything other than tuition, please contact Jeff Hardin at the Foundation ([jhardin@carolinasfoundation.org](mailto:jhardin@carolinasfoundation.org)) to request a waiver from the credit union. Scholarship funds will not be transferred to you under any circumstances.

#### 5. WHAT DO I NEED TO DO TO ENSURE PAYMENT OF MY SCHOLARSHIP?

When you are contacted by the Foundation in April, they will share complete details and next steps. The Foundation will need the mailing address of the office at the college or university you have successfully enrolled in that processes outside scholarships, as well as your student ID number at the college. This information may be included in your enrollment packet. If not, please take the time to ask someone at the school for the correct address. Failure to provide the correct address may significantly delay the delivery of your scholarship funds. You will have 4-6 weeks to gather and provide this information to the Foundation using the same web site you used to apply for the scholarship. The deadline for providing this information is the last Friday in May of each year.



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### **6. WHEN CAN I EXPECT MY PAYMENT TO POST TO MY ACCOUNT AT THE SCHOOL?**

Following the late May deadline for submitting your mailing information, it takes 4-8 weeks for your payment to post to your school account. This means most payments will post in July.

### **7. I SUBMITTED MY MAILING INFORMATION FOR THE SCHOOL WELL BEFORE THE MAY DEADLINE, WILL MY FUNDS POST SOONER?**

No. The Foundation does not mail checks until after the late May deadline. This saves staff time and money by limiting the number of checks the Foundation has to mail each year.

### **8. IT'S THE END OF JULY AND MY PAYMENT HAS NOT BEEN CREDITED TO MY SCHOOL ACCOUNT. WHAT SHOULD I DO?**

Contact Jeff Hardin at the Foundation ([jhardin@carolinasfoundation.org](mailto:jhardin@carolinasfoundation.org)). He will check to see if the funds have been received by the school. If they have, he will share the check number and the date the school cashed it so you can follow up with the school. In cases where checks are lost in the mail, a replacement check will be re-issued by the Foundation to ensure payment of your scholarship.

### **9. MY ENROLLMENT IS NOT FINALIZED AND THE MAY DEADLINE IS HERE. WHAT DO I DO?**

No problem! Contact Jeff Hardin at the Foundation ([jhardin@carolinasfoundation.org](mailto:jhardin@carolinasfoundation.org)). He will ensure a check is processed and mailed to your school once your enrollment is finalized.

### **10. I ENTERED MY SCHOOL INFORMATION ON THE FORM AND SUBMITTED IT, AND THEN I FOUND OUT I GOT ACCEPTED TO ANOTHER SCHOOL! NOW I WANT TO SWITCH! WHAT DO I DO?**

Same as question number nine above - contact Jeff Hardin at the Foundation ([jhardin@carolinasfoundation.org](mailto:jhardin@carolinasfoundation.org)). He will ensure a check is processed and mailed to your new school once your enrollment is finalized and you share the proper contact information. If the Foundation has already mailed the funds to your original school, that school will issue a refund check to the Foundation once your withdrawal has been finalized.