

# Student Loan Support

Bright Horizons EdAssist

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# Payments

## **What is the Timeline for Submitting Bright Horizons EdAssist Solutions Payment Requests?**

- Payment requests count toward the limit of the month in which they are submitted. For example, payment requests submitted Jan. 31 would count toward a January benefit period. However, the payment may not reach your loan servicer until February.

## **What is the Deadline for Submitting Bright Horizons EdAssist Solutions Payment Requests?**

- You must submit your payment request within the benefit month in order to be eligible to receive that month's contribution.

## **What if I have been taxed but my payment has not been applied?**

- You may see an imputed income amount on your Prisma Health pay stub for tax purposes before the payment is applied to your account by your loan provider. The time between Bright Horizons EdAssist Solutions issuing your payment to your loan provider, and your loan servicer applying the payment to your account may vary month to month.

# Other FAQ's

- You are required to make your minimum payment toward your loan each month before a payment through the system may be issued. This benefit is in addition to your required monthly payment.
- You will not have to repay your student loan reimbursement if your job status changes.
- Bright Horizons EdAssist Solutions payment requests do not need to go to your manager for approval.
- You can set up recurring payments or request individual payments.

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