

# ***SCS Student Loan Wellness Program FAQ***

## **General Questions**

### **What is the SCS Student Loan Wellness Program?**

Shelby County Schools offers this benefit through Tuition.io, a web-based software that allows employees to manage their student loan debt, access repayment strategies, receive guidance from a student loan coach and many other features.

### **Has SCS reviewed the security/privacy of Tuition.io?**

Yes, SCS has thoroughly vetted this vendor to ensure they meet our privacy and security requirements.

### **What are the Program eligibility requirements?**

All employees are eligible for the wellness benefit!

### **Can I make loan payments through Tuition.io?**

You cannot process loan payments through Tuition.io and you should continue making your loan payments to your loan servicer every month.

### **Will I have the ability to connect to my student loans Tuition.io?**

Tuition.io connects to thousands of student loan servicers. If you happen to have a student loan that does not connect with their technology, no worries, it can still be added, simply contact 855-353-9395 or [support@tuition.io](mailto:support@tuition.io) for assistance.

## **Enrollment and Administration**

### **How do I enroll and register for a Tuition.io account?**

Eligible employees will receive an email invitation with a registration link and instructions. If you have misplaced or cannot locate your email, you can also enroll via [scs.tuition.io/register](https://scs.tuition.io/register).

### **What information do I need in order to sign up?**

You will need your District email address to register. You will also need your online account login credentials for your existing student loans that you would like to add in Tuition.io.

### **I'm having issues with the Tuition.io portal. Who can help me?**

Contact Tuition.io's support team for assistance: 855-353-9395 or [support@tuition.io](mailto:support@tuition.io).

### **Is there a limit to the number of loans I can add to my Tuition.io account?**

No, you can add as many loans as you would like.

### **I just paid my student loan off! What now?**

You can add additional loans to your Tuition.io account if you have them, or if you've paid all of your loans off, you can still use your account's resources.

**What if my student loan changes servicers or need to update any of my information?**

Contact Tuition.io's support team for assistance: 855-353-9395 or [support@tuition.io](mailto:support@tuition.io)

**Who do I contact for questions about the program or using Tuition.io?**

Contact Tuition.io's support team for assistance: 855-353-9395 or [support@tuition.io](mailto:support@tuition.io). There is also a chat feature available through your account.