



Dear Hawken Parents:

In choosing Hawken School for your child, you have expressed an understanding of the value that a quality independent school education offers. We realize, however, that education costs are a significant financial commitment and may be a challenge for many families.

To help you better manage your student's education expenses, Hawken School is pleased to offer a payment plan that allows you to spread your student's education expenses over smaller monthly installments, paid over the course of the school year. Your only cost is a \$80 enrollment fee.

The payment plan at Hawken School begins on May 15, 2022 and ends on February 15, 2023. This option is popular with many of our families because it provides them with greater flexibility and control over their savings. Smart Tuition, our monthly payment plan service provider, is used by both private and higher education institutions nationally.

To take advantage of the monthly payment plan option for your 2022-23 tuition and fees, simply select "10 Monthly Payments" when completing your enrollment agreement. You will receive an invitation email from Smart Tuition by March 15, 2022 with instructions for setting up your monthly payment plan. Your total tuition and fees due and your basic household information will be pre-populated into your account and you will just need to complete the final steps to setting up your payment plan.

Once your information is received and processed by Smart Tuition, you will receive a confirmation notice. This notice will confirm your payment plan information. Please check this information for accuracy, and contact Smart Tuition with any discrepancies. You can contact Smart Tuition by calling 1-888-868-8828 with any questions you have regarding your Smart Tuition account. You can also log into your Smart Tuition account and chat with a representative.

We are pleased to recommend this affordable option to you. Should you choose to utilize this payment plan, please watch for your email for your invitation to set up your account by March 15, 2022. If you do not receive an invitation, please do not hesitate to contact Debbie Greene at debbie.greene@hawken.edu.

Thank you for partnering with Hawken School.

Sincerely,

Sam Steinhouse
Chief Financial Officer
Hawken School



Frequently Asked Questions

How do I log into my account for the first time?

Please click on the section: "First Time User?" available on the parent login page. Please enter only two of the three fields to locate your Smart account. The information entered must be the same as the information provided during enrollment. This will allow you to create your username and password.

How can I retrieve my username or password if I forgot it?

If you cannot locate your login information, please click on the section: **"Forgot your username or password?"** available on the parent login page. To retrieve your username, please use the first section to enter the telephone number on your account and your Family ID.

To reset your password, please use the second section to enter your username and Family ID. An email with instructions for resetting your password will be sent to the primary email address on your account.

Where can I mail my payments?

Checks or money orders should be mailed to the closest payment processing center listed below. If you live East of the Mississippi River, please use the first mailing address in Newark, NJ. If you live West of the Mississippi River, please use the second mailing address in Los Angeles, CA.

If you would like to mail a payment overnight, please send it to one of the addresses listed for Overnight packages.

Please include your Smart Family ID on your check or money order to insure the quickest processing of your payment.

East of the Mississippi:	Smart Tuition PO Box 11731 Newark, NJ 07101-4731	
West of the Mississippi:	Smart Tuition PO Box 54228 Los Angeles, CA 90054-0228	
Overnight packages:	East Coast Smart Tuition Attn: Lockbox Operations - 11731 365 W. Passaic Street Suite 530 Rochelle Park, NJ 07662	West Coast Smart Tuition Attn: Lockbox Operations - 54228 20500 Belshaw Ave. Carson, CA 90746

Helpful Hints for sending payments to Smart Tuition:

- Please include your 13-digit Family ID in the memo section of the check or money order (a payment stub is not necessary).
- Do not include any additional paperwork with the payment (letters, post it notes, staples, paperclips, etc.). Adding additional items will delay the processing of your payment.
- Please send payments 7-10 days before your due date. If there is a holiday, please add an additional 3-4 days.
- If there are fewer than 7-10 days before your due date, please consider paying via our website at parent.smarttuition.com. You can also use our automated telephone service to make a payment at (888) 868-8828. Both these solutions eliminate delays in processing your payment. You can pay online or over the phone using your checking or savings account.
- If you choose to use your bank's online bill payment system, please follow the same helpful hint of scheduling your payment at least 7-10 days in advance of your due date.
- Smart Tuition does accept some online bill payments electronically; however, some banks will still send payments as a physical paper check through the USPS mail. If you have any questions about whether

your payment will be sent electronically by your bank, please contact your bank directly.

- Once a payment has been sent by physical paper check it cannot be stopped. If you decide to stop the payment with your bank, a failed bank fee will be incurred on your Smart Tuition account.
- If you plan to use your bank's online bill payment service, please include your 13-digit Family ID without letters, spaces, or characters.

How do I update my personal information on my account, including my address, telephone number, email address, password, or banking information?

Please log in to your online account and select "Edit My Profile" at the top of your screen. Click "Update" on the section you wish to change.

How can I change or add a primary or secondary account holder?

Only parents or responsible parties who are named on the account will be provided any specific information about the account. If you are the primary account holder and wish to add, change, or update the secondary account holder, please contact your school.

Who do I contact if I have a question regarding a fee or billing item on my account?

Please contact your school's business office as Smart Tuition is only provided the name and amount of a charge or discount.

May I pay with my debit or credit card?

Yes, if your state and school allow, you can pay with your debit or credit card online or over the phone. Smart Tuition accepts **American Express, MasterCard, Discover, and VISA**. A credit/debit card usage fee may apply to process your transaction.

How do I set up automatic payments from either my bank account or credit/debit card?

You can easily schedule automatic payments from your bank account or credit/debit card. Log in to your account and select the "Edit My Profile" tab at the top of your screen. Next, scroll down to the box labeled: "My Payment Method" and click "Update" to enter your information. You must complete all three steps to initiate automatic payments.

If your automatic payment is set up less than 3 business days before your due date, your first payment may not be pulled automatically. In this case, you will still be responsible to make a manual payment before your due date. Please read the terms and conditions carefully as fees may apply.

How do I stop my automatic payments?

To stop your automatic payments you can chat with a representative online or call us at 888-868-8828. Please have your Smart Family ID number available.

How can I wire money to Smart Tuition?

Wiring instructions can be found below. Please provide this payment information to your financial institution based on their location.

Banks within the USA Send to:

Receiving bank name: Fifth Third Bank
Receiving Bank Address: 38 Fountain Square Plaza
Cincinnati, OH 45263

ABA/Routing number: 042000314
Beneficiary Name: Smart LLC
Beneficiary Address: 2000 Daniel Island Drive Charleston,
SC 29492

Banks from outside the USA Send to:

SWIFT/BIC:	FTBCUS3C
Fed routing number:	042000314
Bank Name:	Fifth Third Bank
Beneficiary Account Number:	SMT0402670
Beneficiary Account Name:	Smart LLC

Please include the FAMILY ID NUMBER with each wire.

A \$15.00 fee is charged for each wire sent to Smart Tuition. Please add \$15.00 with your tuition payment to cover the bank fees associated with accepting wire transfers.