

FAQ - Frequently Asked Questions

For questions regarding your statement balance, please contact The Solution Center at 717.560.8254.

For questions you encounter when making a payment or setting up your payment plan with Nelnet Business Solutions (NBS), please contact the NBS 24 hour Customer Service Dept. at 800.609.8056.

1. Where can I see my charges?

Statements will be sent out for all balances.

2. What if I did not receive a statement?

Please call the Solution Center at 717.560.8254 or email solutions@lbc.edu

3. Where do I find my student ID?

Your student ID is listed directly under the date on your statement.

4. What are my payment plan options? What if I want to pay online in full?

The answer to both questions is to click the link to log in to NBS. Set up an account and select the option to set up a payment plan. You will be asked later if you want to pay in full **or** sign up for a payment plan. The length of the payment plan is set, and payment comes out on the 5th of each month.

A one time \$125 Account Service Fee applies to any unpaid balance over \$500.

A \$40 Monthly Service Fee applies to any balance over \$100.

5. I recently added bookstore charges, tuition, fees, etc. to my account, can I add them to my current payment plan?

Yes, you may log in to Nelnet and add the additional amount to your current plan, or call the Solution Center at 717.560.8254 or email solutions@lbc.edu.

- If you already paid in full, you will need to set up a new agreement for the additional charges.

6. If I receive additional Financial Aid, etc. how do I decrease my payment plan?

You may only decrease your payments by calling the Solution Center at 717.560.8254 or email solutions@lbc.edu.

7. Why was my payment plan terminated?

If you entered incorrect payment information or a bank account that does not permit an automatic draw your payment plan may be terminated. If this happens, you need to start over and create a new agreement. The terminated plan cannot be updated.

8. I did not have sufficient funds in my account on the withdraw date, what will happen?

You will be charged a \$30 NSF funds fee and your draw will be moved to the next available date.