



Following Jesus into the World

Main Campus: 200 North Main Street, Hatfield, PA 19440  
Philadelphia Location: 4455 N 6<sup>th</sup> Street, Philadelphia, PA 19140  
Phone: 215.368.5000 Fax: 215.368.4913

## **BTS Business Office Frequently Asked Questions (FAQs)**

### When should you be considering this matter of financing your education?

It is best to settle on your financial plan as you are applying for admission or if you have a change in your financial circumstances while you are attending school. In order to avoid delay, we need to know how you plan to pay for your education before you register for classes.

### What are the payment plan options?

You will find this information on our website under **Business Office – Payment Plans and Options**. Or contact our Business Office staff by calling 215-368-5000 ext 156. We are always happy to work with a student in order to develop a payment plan that they can manage.

### Can I change my payment plan at any time during my education at BTS?

Yes, it is important to keep in mind that the student should communicate any change to their payment plan to the Business Office immediately and student accounts should be paid in a timely, consistent fashion. At the end of each month a 1% late fee will be assessed on any past due outstanding balance.

### How do I figure out my costs?

We have the current academic year's tuition and fees as well as estimated Cost of Attendance on our website under **Financial Aid – What Will It Cost to Attend BTS?**

### What types of financial aid are available?

See our website under **Tuition and Aid – Financial Aid Assistance**.

### When will I receive a bill?

BTS sends out via the US Postal Service monthly statements around the 15th of every month. A billing statement will only be issued if there is a balance due. Also, the student may contact the Business Office staff at any time. If a student has a change in mailing address, please inform us right away.

### If someone wants to send a payment to BTS on my behalf what should they do?

They should include the student's name and student ID number either on an attached letter or on the check memo line.

### What if my financial supporter needs an invoice to send payment?

The Business Office of BTS can provide a detailed billing statement, upon the request of the student, to the supporting person or organization.

### Why am I not registered for the new term?

Your account most likely is on hold due to an unpaid balance. This could also mean that we have not received your payments as per the payment plan filed or discussed with the Business Office.

### What if I enrolled in a monthly payment plan and I need to change my monthly installment amount?

The NBS payment agreement can be amended, but the student must contact our Business Office in order to do this since a School Official is the only authorized person allowed to do this change.