

**How do I sign up for the Nelnet Payment Plan?**

To enroll, log into CUNYfirst Self Service and go to your student center. Go to the "Finances" section and select "Enroll / Manage your Payment Plan".

**How can I pay Nelnet?**

You can pay via an Automatic Bank Payment (ACH), E-check, Credit card or Debit Card.

**What's the enrollment fee per semester?**

If paying by credit card/debit card the fee is \$95

If paying by Automatic Bank Payment (ACH) or E-check, the fee is \$40

**Can I request more funds on the Nelnet Payment Plan than what shows as my balance due to The Graduate Center?**

No, you can only set up a Payment Plan for the balance due which is shown on your CUNYfirst account.

**If I enroll in the Nelnet Payment Plan and my Financial Aid is approved, how will it affect my Payment Plan?**

You can change the contract amount to reflect your new balance after your Financial Aid is added to your account.

**If I enroll in the Nelnet Payment Plan and I decide to add a second course, will the charges for this additional course be included in my plan?**

No, you will have to contact Nelnet or log into your Nelnet account to increase the contract balance.

**If I enroll in the Nelnet Payment Plan and I decide to drop a course (without having any charges for that course), can I decrease my plan?**

Yes, you can contact Nelnet or log into your Nelnet account to decrease the contract balance.

**Can the enrollment fee be waived?**

No. This fee is non-refundable.

**If I enroll in the Nelnet Plan and I decide to terminate the plan, what do I need to do?**

Call NELNET Customer Service at (888) 470-6014 or log into your Nelnet account and cancel the payment plan. Please note: You will be responsible for the outstanding balance due to the Graduate Center. The Graduate Center only accepts cash, check or money order payments.

**If I have questions about how the Payment Plan works, who can I contact?**

If you have questions regarding the plan, call Nelnet Business Solutions at (888) 470-6014.

**What should I do if my bank statement or credit card statement shows that the funds for the Nelnet Payment Plan have been drafted or charged, but I don't see a change in my balance on my CUNYfirst account?**

You may contact Graduate Center Bursar's Office at [bursar@gc.cuny.edu](mailto:bursar@gc.cuny.edu).

**How can I find out the balance of my Payment Plan since it may differ from my CUNYfirst account?**

Contact Nelnet Business Solutions at (888) 470-6014 or log into your Nelnet Payment Plan account.

**If I want to make a payment to prevent my bank account from being drafted or my credit card from being charged by Nelnet on the scheduled 5th of the month, can I make that payment to the Graduate Center?**

No, you will need to discuss this issue with Nelnet at (888) 470-6014. If you make a payment directly to the Graduate Center, it will not post to your Nelnet balance and Nelnet will draft your payment on the 5th of the month. Your enrollment and agreement is with Nelnet Business Solutions. You will need to speak with them about any alterations to your payment agreement.