FAQ’S – REPAYMENT OF LOAN

Is there a grace period after graduation?

- Yes, the grace period after graduation is 6 months. You will be notified by email that your grace period is ending and what the new terms of the loan will be while in repayment. No payment of the principal or interest will be due during this 6 month Grace Period.

How often will I receive a statement of my loan account?

- We issue monthly statements and recommend you enroll in e-statements as the fastest method of delivery. There is no charge for electronic statements. (If you do not enroll in e-statements, there is a $4.00 per month paper statement fee). Go to our website: www.coastal24.com and follow the steps outlined below:
  - Click on the “enroll now” link (top right).
  - You will need to accept the disclosures.
  - Enter your account number (000000) and enter the last four digits of your social security number or TIN. If you do not have a valid social security number or TIN, please email jstarbird@coastalfcu.org or crobinson@coastalfcu.org for the correct number to put in this field.
  - Enter your first and last name as it is shown on the documents.
  - Once that is accepted, it will take you through to the security questions to complete the enrollment process.
  - Once you are enrolled, go to the accounts tab and click the e-Docs tab and accept the disclosure

Is the rate fixed or variable?

- The rate is variable and can change the 1st day of each year. It is based on the highest Prime Rate as stated in the Wall Street Journal (index) plus a margin of 5.00% to the value of the index. We will use the index value available to us as of 10 days before the date of any APR adjustment.

What notification will Coastal send if the interest rate changes at the beginning of the year?

- If there is a change in the interest rate your monthly statement will reflect this change.

Does my payment amount change if the variable rate fluctuates?

- No, the payment remains constant. An increase in the rate will result in more payments of the same amount until what you owe has been repaid.
How do I qualify for the 0.125% discount off my loan rate?

- Once your grace period is over and repayment begins, you can opt to have your payment automatically set up. There are three options that qualify for the discount:
  - **Auto-Transfer** - Fill out the Auto transfer form and Coastal will automatically take the payment amount from your savings account each month.
  - **ACH** - Fill out the ACH form and Coastal will take the payment each month from another financial institution.
  - **Online Transfer** - Go to coastal24.com and set up transfers from your Coastal savings account.

- Email jstarbird@coastalfcu.org and once the transfer takes place, I will have the rate discounted.

- You will receive .125% off your loan rate for as long as the funds are available in the savings to cover the payment on or before the due date each month. If you do not have sufficient funds to have the payment automatically transferred from the savings to the loan, the discount will be removed and the regular rate will be reinstated.

How does Coastal calculate the amount of my loan when it goes into repayment?

- Principal (Total amount disbursed to the University) plus Interest (Amount accrued from the time funds were disbursed) plus Origination Fees minus any payments made by the student before the repayment date (6 months after graduation). If this balance is $40,000 or less, the loan term will be 20 years. If this balance is over $40,000, the loan term will be 25 years. No payments will be less than $100.

When and how will I be told my monthly loan payment amount and first payment date?

- Approximately 30 to 60 days before the end of your 6 month grace period, you will receive an email from Coastal letting you know when the first payment is due and your approximate payment at that time. This payment can change if you make any payments prior to the end of the 6 month grace period.

- You will receive another email once your loan actually goes into repayment with the exact payment amount.

Why does the amount of interest I pay vary from month to month and how do I determine my daily interest or per diem charge?

- Interest accrues on a daily basis on your loan. Factors such as: the number of days between your last payment, the interest rate, and the amount of your loan balance, determine the amount of interest that accrues each month. Daily interest is calculated by dividing the interest rate by 365 days and multiplying by balance owing. Example: \(0.0825 \times \frac{365}{365} \times \$100,000 = \$22.60\) interest accruing each day.
Can one prepay any amount at any time without any fees, etc?

• You may make early payments any time – there is no prepayment penalty. The loan is simple interest and your payment satisfies the accrued interest first, then the remainder goes towards principal. If you pay more than the minimum when making your normally scheduled payment, the extra (anything over and above the accrued interest) automatically goes to principal. There is no early payoff fee.

If I make more than one payment at a time, is a payment still required every month?

• You may make as many payments at one time as you would like, but keep in mind the interest continues to accrue from the date of last payment until you make your next payment. When you finally make the next payment, your payment will probably all be going to interest to catch up on the interest that has accrued.

Late fees and returned checks?

• A late fee of $10 will be assessed if you are more than 10 days late in making any payment. The fee will be deducted from your payment.

• A returned payment charge may be imposed if a check is returned for insufficient funds.

How can I avoid the wire fees?

• If you have a US bank, you can transfer money directly from your account at that bank to your Coastal savings account without any fees from Coastal.

When filling out a wire form what is my account number?

• When doing a Domestic wire, your Coastal savings account number starts with 1, then seven zeros, then your six digit account number. (14 total digits – ex. 1000000123456). An International wire only requires the 6 digit number.

When will I receive my tax statement for the interest I paid on my student loan?

• A tax statement will be available under the e-docs tab in your coastal24.com account after January 31st. You must have a social security number on file with Coastal by the end of the year to automatically receive this tax statement. If the amount is less than $600, you will not receive a tax statement.

How do I update my social security number?

• If you do not have a social security number/ITIN, go to www.irs.gov

• Email a copy of your social security card and a signed W-8BEN to jstarbird@coastalfcu.org or crobinson@coastalfcu.org.
Could you please let me know the best payment methods?

- Mail a payment using the coupon provided on your monthly electronic or paper statement with a check or money order drawn on a US bank to:

  Coastal Federal Credit Union
  Attn: Payments
  P O Box 10009
  Irmo, SC 29063-5009

- Make a payment in any branch office location or at a credit union service center – locations can be found on www.Coastal24.com by using the Locations search

- On-line Banking at www.Coastal24.com – Transfers tab (allows transfers from Coastal Federal or from another financial institutions. Allow 3-5 business days for transfer to post)

- Automatic monthly transfers from a Coastal Federal Credit Union savings or checking account

- Automatic Debit or Bill Pay monthly from other financial institution
  Routing Number/ABA#: 253175494

- Telephone Banking System - AMIE (919) 420-8222, option 7 (allows you to transfer from a Coastal savings or checking account by phone)

- US or International credit card by calling 877-863-6164. ($5.00 fee for US card/$15.00 fee for International card per payment), 8:30am to 8:30pm EST Monday - Friday and Saturday 8:30am to 12:00pm EST.

- Transaction Center payments using a check from a US bank by phone by calling our 24 hour member service line at (919) 420-8000, option 0; or 1-800-868-4262, option 0. ($15.00 fee per payment)

- Domestic Wire Transfer Instructions ($10.00 incoming wire fee):

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**International Wire Transfer Instructions ($10.00 incoming wire fee):**

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- Beneficiary is always Cambridge Mercantile Corp.
- Required: Coastal Federal Credit Union name and your account information. Please note the wire will always post to your primary savings account