

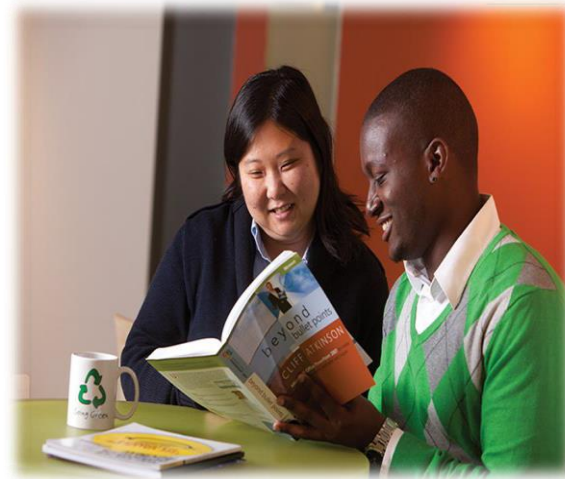
Jackson Health Student Loan Repayment

Bright Horizons EdAssist Solutions™



Agenda

- Student Loan Repayment Overview
- Who is eligible?
- Qualifying Loans & Annual and Lifetime Cap limits
- Quick Tips
- How to get started?
- Contacting Bright Horizons EdAssist
- Home page & Notifications
- Advice & Tools
- Adding a Loan
- Updating an Existing Loan



Overview and Eligibility



- Support with Student Loan Payments Direct to your Loan Servicer
- Full-time (A1) benefit eligible employees of Jackson Health are eligible to participate in EdAssist Student Loan Repayment after completing 12 months of continuous service and considered in good standing.
- Loans are only eligible for EdAssist Student Loan Repayment if
 - (1) a completed degree has been earned/completed,
 - (2) it was earned at a nationally or regionally accredited institution; and
 - (3) the loan is from a degree that is related to current specialty or future career development and opportunity with Jackson Health.
- **This Benefit is only available during open Enrollment**
- For More information including graduation timeframes visit jacksonbenefits.org and view the student loan repayment policy

- Education Loans eligible for EdAssist Student Loan Repayment must be:
 - Qualified U.S. based education loans: loans borrowed by the employee, which are incurred on behalf of the employee by the employee in active repayment

Qualifying Loans

- U.S. based Education Loans eligible for Loan Repay include:
- Federal Perkins Loans
- Private Student Loans
- Subsidized Stafford Loans (FFELP/Direct)
- Unsubsidized Stafford Loans (FFELP/Direct)
- Health Professional Loans
- Grad PLUS Loans (FFELP/Direct)
- Student Consolidation Loans
- Student Refinance Loans
- State Loans

When Can I Apply?



Eligible Employees can apply for student loan repayment only during open enrollment. If you miss the open enrollment period, the next available time to apply will be the following years open enrollment period.

<https://jhs.edassist.com>

Annual and Lifetime Limits



All payments will be made directly to your Loan Servicer(s) on a monthly basis up to the specified amount below not to exceed the annual cap or combined tuition cap limit of \$5,000.00

Physician & Leadership

Up to \$291.66 Monthly

Up to \$3,500 Annual Max

\$35,000 Lifetime Cap

Non-Physician/ Clinical

Up to \$208.33 Monthly

Up to \$2,500 Annual Max

\$25,000 Lifetime Cap Limit

Non-Clinical

Up to \$125 Monthly

Up to \$1,500 Annual Max

\$15,000 Lifetime Cap Limit

How do I get started?



- You can log into Bright Horizons EdAssist Solutions <https://jhs.edassist.com> to apply, view resources regarding your loan benefit or submit a support ticket.

Getting Help / Support Contact

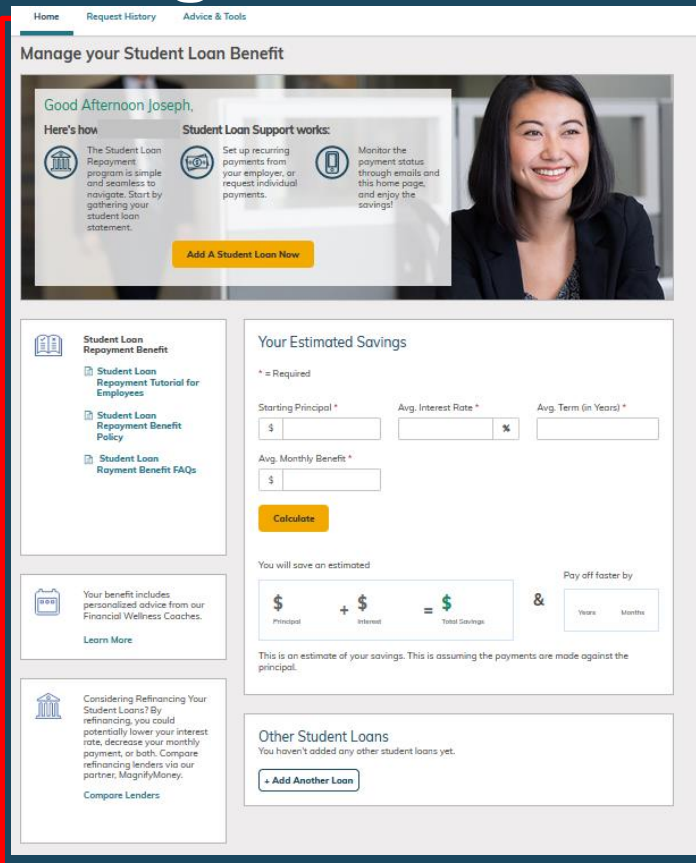
Contacting EdAssist



If you have question about your application, please use the following methods to contact Employee Services:

- **Live Chat:** For immediate assistance, access <https://jhs.edassist.com> and go to **Support Services**, then select **Get Live Help**.
 - Chat hours are between 9 am - 4 pm ET
 - Contact Center 877-276-7019 hours are between 8 am- 8 pm ET Monday-Friday
- **Support Ticket:** Access <https://jhs.edassist.com> and go to **Support Services**, then select to create a **Support ticket**.

Home Page



The screenshot shows the 'Home' page of the Student Loan Support site. At the top, there are navigation links for 'Home', 'Request History', and 'Advice & Tools'. The main heading is 'Manage your Student Loan Benefit'. Below this, a personalized greeting says 'Good Afternoon Joseph.' followed by a section titled 'Here's how' and 'Student Loan Support works:'. The 'Here's how' section includes three icons and text: a building icon for 'The Student Loan Repayment program is simple and seamless to navigate. Start by gathering your student loan statement.', a calendar icon for 'Set up recurring payments from your employer, or request individual payments.', and a smartphone icon for 'Monitor the payment status through emails and this home page, and enjoy the savings!'. A yellow button 'Add A Student Loan Now' is positioned below this section. To the right is a photo of a smiling woman. Below the main content area, there are three columns. The left column is titled 'Student Loan Repayment Benefit' and lists links for 'Student Loan Repayment Tutorial for Employees', 'Student Loan Repayment Benefit Policy', and 'Student Loan Repayment Benefit FAQs'. The middle column is titled 'Your Estimated Savings' and features a calculator with fields for 'Starting Principal *', 'Avg. Interest Rate *', 'Avg. Term (in Years) *', and 'Avg. Monthly Benefit *'. A yellow 'Calculate' button is below the fields. Below the calculator is a visual representation of savings: '\$ Principal + \$ Interest = \$ Total Savings' and 'Play off faster by' with a dropdown menu for 'Years' and 'Months'. A disclaimer states: 'This is an estimate of your savings. This is assuming the payments are made against the principal.' The right column is titled 'Other Student Loans' and says 'You haven't added any other student loans yet.' with a yellow button 'Add Another Loan'.

Every time you access your **Student Loan Support** site, you will start on the **Home** page.



Your Policy & FAQs Documents

The screenshot shows a user interface with a navigation bar at the top containing 'Home', 'Request History', and 'Advice & Tools'. On the right side of the navigation bar, there are four icons: a question mark (highlighted with a red box), a bell, a grid, and a user profile. Below the navigation bar, the main content area is divided into two columns. The left column is titled 'Using Your Benefits' and contains a sub-header 'Using Your Benefits' followed by the text 'For more information about your eligibility, please review the documents below.' Below this text are two links: 'Student Loan Support Policy' and 'Student Loan Support Frequently Asked Questions'. The right column is titled 'Need Further Assistance?' and contains a green notification box stating 'Your ticket was successfully submitted and will be reviewed by our support team.' Below the notification box are two buttons: 'Start A Live Chat' and 'Create A Support Ticket'. Below the main content area, there is a section titled 'Support Ticket History' which contains a single ticket entry. The ticket entry has a yellow bar on the left with the text 'SUPPORT TICKET IN PROGRESS'. The main text of the ticket entry reads 'Policy and System Related Questions Ask a Question About My Company's LoanRepay Policy'. To the right of the main text, it says 'CAS-9354244-G1H6K1 Last Updated November 21, 2021'. At the bottom right of the ticket entry is a button labeled 'View Comments'.

On the right-hand side, click on the **?** to access **Support Services** available to you for help.

Using Your Benefits will provide you with access to the policy, FAQs, and any other documents available to you.



Support Ticket History

The screenshot displays the EdAssist Support Services Team website. At the top, there is a navigation bar with 'Home', 'Request History', and 'Advice & Tools'. On the right side of the navigation bar, there are four icons: a question mark (highlighted with a red box), a bell, a grid, and a user profile. Below the navigation bar, there are two main content areas. The left area is titled 'Using Your Benefits' and contains links to 'Student Loan Support Policy' and 'Student Loan Support Frequently Asked Questions'. The right area is titled 'Need Further Assistance?' and contains a green message box stating 'Your ticket was successfully submitted and will be reviewed by our support team.' Below this message box are two yellow buttons: 'Start A Live Chat' and 'Create A Support Ticket' (highlighted with a red box). Below these buttons is the text 'OR'. At the bottom of the page, there is a 'Support Ticket History' section (highlighted with a red box) containing a table with one row of ticket information.

Home Request History Advice & Tools

Using Your Benefits

For more information about your eligibility, please review the documents below.

- Student Loan Support Policy
- Student Loan Support Frequently Asked Questions

Need Further Assistance?

Your ticket was successfully submitted and will be reviewed by our support team.

Start A Live Chat

OR

Create A Support Ticket

Support Ticket History

| | | |
|----------------------------|---|---|
| SUPPORT TICKET IN PROGRESS | Policy and System Related Questions Ask a Question About My Company's LoanRepay Policy | CAS-9354244-G1H6K1 Last Updated November 21, 2021 |
|----------------------------|---|---|

View Comments

You can also submit a support ticket that will go directly to the EdAssist Support Services Team.

Simply click on **Create a Support Ticket** or **Start A Live Chat** and provide additional details about the help you need.

All of your support tickets will appear under **Support Ticket History**. You can access them at any time.



Home page & Notifications

Dashboard

Home Request History Advice & Tools

Manage your Student Loan Benefit

Good Afternoon Joseph.

Here's how

The Student Loan Repayment program is simple and seamless to navigate. Start by gathering your student loan statement.

Student Loan Support works:

Set up recurring payments from your employer, or request individual payments.

Monitor the payment status through emails and this home page, and enjoy the savings!

[Add A Student Loan Now](#)

Student Loan Repayment Benefit

- [Student Loan Repayment Tutorial for Employees](#)
- [Student Loan Repayment Benefit Policy](#)
- [Student Loan Repayment Benefit FAQs](#)

Your benefits includes personalized advice from our Financial Wellness Coaches.

[Learn More](#)

Considering Refinancing Your Student Loans? By refinancing, you could potentially lower your interest rate, decrease your monthly payment, or both. Compare refinancing lenders via our partner, MagnifyMoney.

[Compare Lenders](#)

Your Estimated Savings

* = Required

Starting Principal * Avg. Interest Rate * Avg. Term (in Years) *

\$ %

Avg. Monthly Benefit *

\$

[Calculate](#)

You will save an estimated Play off faster by

\$ + \$ = \$ & Years Months

This is an estimate of your savings. This is assuming the payments are made against the principal.

Other Student Loans

You haven't added any other student loans yet.

[+ Add Another Loan](#)

The **Home** page dashboard contains many features to help you with your Student Loan Requests.

Click on **Add A Student Loan Now** button if you do not have an active loan.

Under **Other Student Loans**, you will find all your inactive loans.



Documents

Home Request History Advice & Tools

Manage your Student Loan Benefit

Good Afternoon Joseph.

Here's how

The Student Loan Repayment program is simple and seamless to navigate. Start by gathering your student loan statement.

Student Loan Support works:

Set up recurring payments from your employer, or request individual payments.

Monitor the payment status through emails and this home page, and enjoy the savings!

[Add A Student Loan Now](#)

Student Loan Repayment Benefit

- [Student Loan Repayment Tutorial for Employees](#)
- [Student Loan Repayment Benefit Policy](#)
- [Student Loan Repayment Benefit FAQs](#)

Your Estimated Savings

* = Required

Starting Principal * Avg. Interest Rate * Avg. Term (in Years) *

\$ %

Avg. Monthly Benefit *

\$

[Calculate](#)

You will save an estimated

$\$ \text{ Principal} + \$ \text{ Interest} = \$ \text{ Total Savings}$ & Pay off faster by

Years Months

This is an estimate of your savings. This is assuming the payments are made against the principal.

Other Student Loans

You haven't added any other student loans yet.

[Add Another Loan](#)

Your policy, FAQs, and other documents will be located under **Understanding Your Student Loan Repayment Benefits** section.



Request History

Home **Request History** Advice & Tools

Request History 1 Loan

Other Student Loans

Navient (XXXXXX8427) Est. Balance \$248.82
Student Loan Repayment Program
Status: SAVED — NOT SUBMITTED ACTIONS

| Status | Request # | Benefit Month | Requested | Paid |
|-------------------|-----------|---------------|-----------|------|
| REQUEST IN REVIEW | 4799725 | Aug 2017 | \$250.00 | - |
| REQUEST DENIED | 7841400 | May 2021 | | - |

All of your requests will be available to you under **Request History** at anytime for you to review.



Notifications

Under, **Notifications**, you will find comments from EdAssist Administrators in reference to your payment request.

Bright Horizons
EdAssist Solutions

Student Loan Support

Home Request History Advice & Tools

Manage your Student Loan Benefit

Good Afternoon Joseph,

Here's how

The Student Loan Repayment program is simple and seamless to navigate. Start by gathering your student loan statement.

Student Loan Support works:

Set up recurring payments from your employer, or request individual payments.

Monitor the payment status through emails and this home page, and enjoy the savings!

[Add A Student Loan Now](#)

Notifications

- EdAssist Admin added a comment to your request
Jul 05, 2018 #5432235
- EdAssist Admin added a comment to your request
Jun 27, 2018 #5397200
- EdAssist Admin added a comment to your request
Jun 06, 2018 #5364089
- EdAssist Admin added a comment to your request
Jun 01, 2018 #5355822
- EdAssist Admin added a comment to your request
May 02, 2018 #5302492

Student Loan Repayment Benefit

- Student Loan Repayment Tutorial for Employees
- Student Loan Repayment Benefit Policy

Your Estimated Savings

* = Required

Starting Principal * Avg. Interest Rate * Avg. Term (in Years) *

\$ %

Avg. Monthly Benefit *



Add A New Loan

Adding a New Loan

Home Request History Advice & Tools

Manage your Student Loan Benefit

Good Afternoon Joseph,

Here's how

- The Student Loan Repayment program is simple and seamless to navigate.** Start by gathering your student loan statement.
- Student Loan Support works:** Set up recurring payments from your employer, or request individual payments.
- Monitor the payment status through emails and this home page, and enjoy the savings!

[Add A Student Loan Now](#)

Student Loan Repayment Benefit

- [Student Loan Repayment Tutorial for Employees](#)
- [Student Loan Repayment Benefit Policy](#)
- [Student Loan Repayment Benefit FAQs](#)

Your Estimated Savings

* = Required

Starting Principal * Avg. Interest Rate * Avg. Term (in Years) *

\$ %

Avg. Monthly Benefit *

\$

[Calculate](#)

You will save an estimated Play off faster by

\$ + \$ = \$ &

Principal Interest Total Savings Years Months

This is an estimate of your savings. This is assuming the payments are made against the principal.

Other Student Loans

You haven't added any other student loans yet.

[+ Add Another Loan](#)

Considering Refinancing Your Student Loans?

By refinancing, you could potentially lower your interest rate, decrease your monthly payment, or both. Compare refinancing lenders via our partner, MagnifyMoney.

[Compare Lenders](#)

On the [Home](#) page, click on [Add a Student Loan Now](#) to setup your loan and create a new payment request.




Loan Servicer

Home Request History Advice & Tools

1 Loan Servicer 2 Loan Details 3 Payments 4 Agreements

i To ensure we have up-to-date documentation, you'll need to complete all four steps of this form now. It will not be saved along the way. If you have your loan documentation ready, it should take about 5-10 minutes to enter your loan

Loan Servicer

 **Servicer Lookup**

A loan servicer may be holding multiple loans. You will add one of those loans now, and you can add more from your dashboard later.

Loan Servicer

ACME Federal Loan Servicing X

I don't see my loan servicer

LINK YOUR ONLINE ACCOUNT Cancel Enter Info Manually

Your first step is to lookup your **loan servicer**.

From the drop-down, find your Loan Servicer and click **Link Your Online Account**.



Link Account

Enter your **loan servicer account credentials** and click **Submit**.

Link Accounts

Deg Site TokenPMPA
04/14/2025

Please enter your **Deg Site TokenPMPA** online account credentials.

ACME.ste16441.1

***** [SHOW](#)

SUBMIT >

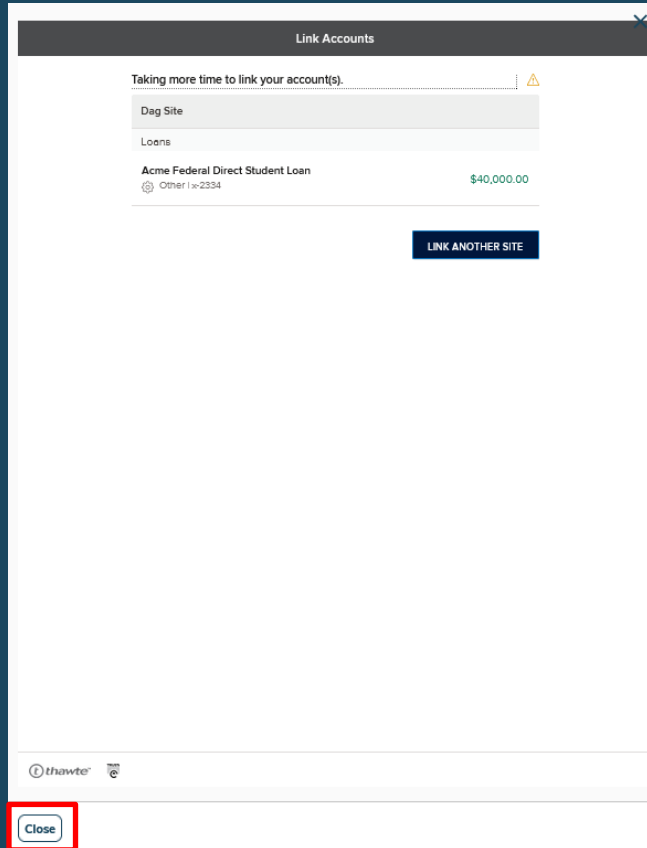
By providing your credentials, we verify in real time that you own the account you want to link. We then use this information to establish a secure connection with your financial institution.

thawte

[Close](#)



Available Accounts



Once your loan servicer accepts your credentials, you will see your available accounts to add to your new loan.

Click **Close**



Select Account

Home Request History Advice & Tools

1 Loan Servicer 2 **Loan Details** 3 Payments 4 Agreements

Loan Details

* = Required

Linked Accounts

Which linked loan would you like to add?

● xxxx2334: \$40,000.00

Account Information

| Loan Servicer | Loan Balance | Monthly Payment |
|---------------------|--------------|-----------------|
| ACME Loan Servicing | \$40000.00 | \$140.00 |

Account/Customer Number * Interest Rate * Min. Monthly Payment Due Date *

123456789 5.250 % 11/24/2021

Add your primary degree details and your graduation date below:

Education Program * Field of Study *

Associate's Degree Accounting

Completion Date *

05/15/2019

Who is your Education Provider? *

Add Education Provider

Continue Cancel

Under Step 2 loan details, you will see your loans appear under **Linked Accounts**. Select the account you wish to setup for your benefit.



Account Information

Home Request History Advice & Tools

1 Loan Servicer 2 **Loan Details** 3 Payments 4 Agreements

Loan Details

* = Required

Linked Accounts

Which linked loan would you like to add?

● xxxx2334: \$40,000.00

Account Information

| Loan Servicer | Loan Balance | Monthly Payment |
|---------------------|--------------|-----------------|
| ACME Loan Servicing | \$40000.00 | \$140.00 |

Account/Customer Number * Interest Rate * Min. Monthly Payment Due Date *

123456789 5.250 % 11/24/2021

Add your primary degree details and your graduation date below:

Education Program * Field of Study *

Associate's Degree Accounting

Completion Date *

05/15/2019

Who is your Education Provider? *

Add Education Provider

Continue Cancel

Under **Account Information**, enter the remaining details such as interest rate, monthly payments, and due date.



Education Details

Home Request History Advice & Tools

1 Loan Servicer 2 **Loan Details** 3 Payments 4 Agreements

Loan Details

* = Required

Linked Accounts

Which linked loan would you like to add?

● xxxx2334: \$40,000.00

Account Information

| | | |
|---------------------|--------------|-----------------|
| Loan Servicer | Loan Balance | Monthly Payment |
| ACME Loan Servicing | \$40000.00 | \$140.00 |

Account/Customer Number * Interest Rate * Min. Monthly Payment Due Date *

123456789 5.250 % 11/24/2021

Add your primary degree details and your graduation date below.

Education Program * Field of Study *

Associate's Degree Accounting

Completion Date *

05/15/2019

Who is your Education Provider? *

Add Education Provider

Continue Cancel

Enter the **Education Program** and **Field of Study** for the loan you will setup for your benefit.

Additionally, provide the **completion date of your degree.**

Please refer to your policy for acceptable Education Programs, Field of Study, and Completion Dates.



Education Provider

Home Request History Advice & Tools

1 Loan Servicer 2 **Loan Details** 3 Payments 4 Agreements

Loan Details

* = Required

Linked Accounts

Which linked loan would you like to add?

● xxxx2334: \$40,000.00

Account Information

| Loan Servicer | Loan Balance | Monthly Payment |
|---------------------|--------------|-----------------|
| ACME Loan Servicing | \$40000.00 | \$140.00 |

Account/Customer Number *

Interest Rate * %

Min. Monthly Payment Due Date *

Add your primary degree details and your graduation date below:

Education Program *

Field of Study *

Completion Date *

Who is your Education Provider? *

Add Education Provider

Continue Cancel

Select the Education Provider of your loan by clicking on **Add Education Provider**.



Review Loan Details

Review the details of your loan before you click **Continue**.

Home Request History Advice & Tools

Account Information

| | | |
|---------------------|--------------|-----------------|
| Loan Servicer | Loan Balance | Monthly Payment |
| ACME Loan Servicing | \$40000.00 | \$140.00 |

Account/Customer Number * 123456789

Interest Rate * 5.250 %

Min. Monthly Payment Due Date * 11/24/2021

Add your primary degree details and your graduation date below:

Education Program * Associate's Degree

Field of Study * Accounting

Completion Date * 05/15/2019

Who is your Education Provider? * [Edit](#)

Name
Boston College

Address
Student Svcs 140 Commonwealth Ave
Lyons Hall 103
Chestnut Hill, MA 02467

Continue Cancel



Loan Type and Address

Home Request History Advice & Tools

1 Loan Servicer 2 Loan Details 3 **Payments** 4 Agreements

Payments

Loan Type * = Required

Choose your loan type to display the payment information we have on file for this loan servicer. Confirm the address we have matches your billing statement. *

Private Student Loan

Federal Perkins Loan

Confirm where your payments are sent

Please Make a Selection *

Use Address On File
Loan Aggregator Payee
Test Address Loan Aggregator
Watertown, MA 02452

The Payment Address for my loan servicer is different from what is shown here.

Supporting Documentation * What document types are supported? ⓘ

According to Glead policy you are required to upload the following documentation:

- Proof of Loan (a statement/screen shot that shows your name, full account number, and up-to-date loan balance)
- Billing Address (a statement/screen shot that shows the address to which you should make your checks payable)
- Proof of Graduation (a diploma, official transcript, or certificate)

Required document formats are pdf or jpg; png and word document formats will not be accepted. Documents provided must be legible and in a format that can in no way be altered. Highly confidential information such as Social Security Number (SSN) or Credit Card Number should not be displayed. Documentation that is not legible or that has been altered in any way (except the removal of SSN or Credit Card Number) will not be accepted.

Please select one Document Type at a time. Only upload file(s) for that Document Type before submitting.

📁 Drag and drop a file here, or click to select one from your computer.

| | | | | | |
|---------------------------------------|-----------------------------|---------|---------------|--|--|
| PROOF OF GRADUATION/COMPLETION | Graduation Proof.png | | | | |
| From | Uploaded | Status | Date Reviewed | | |
| Joseph Acosta | 11/21/21 | Pending | N/A | | |

| | | | | | |
|--|-----------------------|---------|---------------|--|--|
| PROOF OF LOAN/PROOF OF LOAN PAYMENT | Loan Proof.png | | | | |
| From | Uploaded | Status | Date Reviewed | | |
| Joseph Acosta | 11/21/21 | Pending | N/A | | |

Under step 3 payments, select the **Loan Type** of your loan.


Additionally, verify the address of where the payments are sent.




Supporting Documents

You will need to provide supporting documents such as a copy of your diploma and proof of loan.

Click on **Select File** to upload your documents when ready.



Supporting Documentation *


What document types are supported? 


According to Gilead policy you are required to upload the following documentation:


- Proof of Loan (a statement/screen shot that shows your name, full account number, and up-to-date loan balance)
- Billing Address (a statement/screen shot that shows the address to which you should make your checks payable)
- Proof of Graduation (a diploma, official transcript, or certificate)

Required document formats are pdf or jpg; png and word document formats will not be accepted. Documents provided must be legible and in a format that can in no way be altered. Highly confidential information such as Social Security Number (SSN) or Credit Card Number should not be displayed. Documentation that is not legible or that has been altered in any way (except the removal of SSN or Credit Card Number) will not be accepted.

Please select one Document Type at a time. Only upload file(s) for that Document Type before submitting.


 Drag and drop a file here, or click to select one from your computer.

| | | | | | |
|--------------------------------|----------------------|----------|---------|---------------|---|
| PROOF OF GRADUATION/COMPLETION | Graduation Proof.png | | | |  |
| | From | Uploaded | Status | Date Reviewed | |
| | Joseph Acosta | 11/21/21 | Pending | N/A | |

| | | | | | |
|-------------------------------------|----------------|----------|---------|---------------|---|
| PROOF OF LOAN/PROOF OF LOAN PAYMENT | Loan Proof.png | | | |  |
| | From | Uploaded | Status | Date Reviewed | |
| | Joseph Acosta | 11/21/21 | Pending | N/A | |



Contributions

 **Would you like to start contributing to this loan now**

Select **Monthly Recurring** as your Request Frequency to enable auto generated monthly payment requests if you have integrated with loan servicer.

If you select **One Time** as your Request Frequency, you must log in and submit a new payment request each month.

Please Make a Selection *

Yes No, save this loan for later

Request Frequency * Request Amount *

[Continue](#)


You will have the option to select whether you would like to have your contributions added to your loan or save it.

If you select to start contributions, select if this will be a **Monthly Recurring** request or if you are requesting a **One Time** benefit request.

For this step, click **Monthly Recurring**



Contribution



Would you like to start contributing to this loan now?

Select **Monthly Recurring** as your Request Frequency to enable auto generated monthly payment requests if you have integrated with loan servicer.

If you select **One Time** as your Request Frequency, you must log in and submit a new payment request each month.

Please Make a Selection *

Yes No, save this loan for later

Request Frequency *

Select

Monthly Recurring

One Time

Request Amount *

\$ Example: 100.00

Additionally, enter the **Request Amount**.

Please refer to your policy for your monthly limits.



Review Your Loan

Review your payment request and loan details.

When ready, click **Continue**.



Would you like to start contributing to this loan now?

If you select **One Time** as your Request Frequency, you must log in and submit a new payment request each month.

Please Make a Selection *

Yes

No, save this loan for later

Request Frequency *

Monthly Recurring ▼

Request Amount *

\$ Example: 100.00

Continue

Cancel




Agreements

1 Loan Servicer 2 Loan Details 3 Payments **4 Agreements**

Agreements

* = Required

 **Agreements**

Participant Agreement

I authorize Bright Horizons EdAssist Solutions to disclose my student loan information, including monthly minimum payment amount, payment due date, confirmation of payment, balance amounts and other pertinent information to my employer in order to ensure compliance with the terms of the Gilead Student Loan Support Program. I also authorize Bright Horizons EdAssist Solutions to use and disclose the student loan information described in the preceding sentence on a non-identifiable and aggregate basis with other users of Bright Horizons Student Loan Repayment administration services for analysis, research and such other lawful purposes as Bright Horizons EdAssist Solutions deems appropriate. All use of personal information by Bright Horizons EdAssist Solutions shall comply with the EdAssist/Bright Horizons Privacy Policy, which is available at <https://www.brighthouse.com/global-privacy>, and all applicable privacy laws and regulations.

I agree *

Your Name:

Enter your name exactly as it appears above. *

To accept agreement(s), you must type your name exactly as it appears above.

Continue Cancel

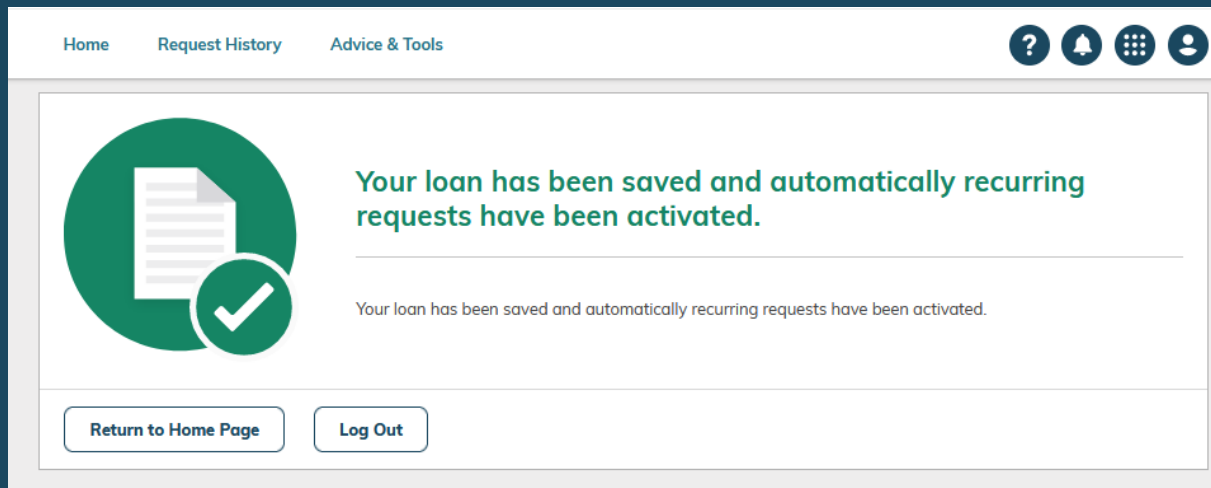
Under the **Agreements** step, read the agreement. Select **I agree** and proceed to enter your name exactly as it appears.

When ready, click **Continue**.



Loan Activated

You have now completed your new recurring loan request setup and have been activated.



The screenshot shows a web application interface with a dark blue header. The navigation menu includes 'Home', 'Request History', and 'Advice & Tools'. On the right side of the header, there are four circular icons: a question mark, a bell, a grid, and a user profile. The main content area features a large green circular icon with a document and a checkmark. To the right of this icon, the text reads: 'Your loan has been saved and automatically recurring requests have been activated.' Below this, a smaller line of text repeats the same message. At the bottom of the main content area, there are two buttons: 'Return to Home Page' and 'Log Out'.



Loan Servicer

On the Home page, you will also see your **new active loan** on the dashboard.

Your loan has two sections. The top portion of your loan is your loan information.

The screenshot shows a dashboard with a navigation bar containing 'Home', 'Request History', and 'Advice & Tools'. Below the navigation bar is a header 'Manage your Student Loan Benefit'. A greeting reads 'Good Afternoon, here's your current active loan'. On the left, there are two sections: 'Repayment Type' with 'Direct To Servicer' and 'Mar Requests' with '\$100.00'. The main content area features a red-bordered box containing loan details: 'ACME Loan Servicing (XXXXX2121) >', 'Student Loan Repayment Program', 'Frequency: Monthly Recurring', 'Est. Balance: \$40,000.00', 'Status: ACTIVE', and an 'Actions' button. Below this box is a table with columns 'Status', 'Request #', 'Benefit Month', and 'Requested'.

| Status | Request # | Benefit Month | Requested |
|-------------------|-----------|---------------|-----------|
| REQUEST IN REVIEW | 8306560 > | Mar 2022 | \$100.00 |



Loan Servicer

Home Request History Advice & Tools

Manage your Student Loan Benefit

Good Afternoon, here's your current active loan

Repayment Type
Direct To Servicer

Mar Requests
\$100.00

| ACME Loan Servicing (XXXXX2121) ▶ | Frequency Monthly Recurring | Est. Balance \$40,000.00 | |
|--|---------------------------------------|------------------------------------|-----------------|
| Student Loan Repayment Program | Status ACTIVE | Actions | |
| Status | Request # | Benefit Month | Requested |
| REQUEST IN REVIEW | 8306560 ▶ | Mar 2022 | \$100.00 |

The second part of your loan will display a **Request #** along with the **month** the benefit was applied.

For recurring loan support requests, you will see a new **Request #** each **month** along with the new benefit month.

If you need to make changes without deleting your loan, click on the Request # at any time.



Updating a Loan

Delete Loan

At anytime, you will have various options available to updated your loan.

Under **Actions**, you can only **delete** a loan if you do not have a request associated with it.

Home Request History Advice & Tools

Manage your Student Loan Benefit

Good Afternoon , here's your current active loan

Repayment Type
Direct To Servicer

Mar Requests
\$100.00

| | | |
|-----------------------------------|-------------------|--------------|
| ACME Loan Servicing (XXXXX2121) ▶ | Frequency | Est. Balance |
| Student Loan Repayment Program | Monthly Recurring | \$40,000.00 |
| Status | | |
| ACTIVE | | |

Actions

| Status | Request # | Beneficiary |
|-------------------|-----------|-------------|
| REQUEST IN REVIEW | 8306560 ▶ | Mar |

Delete

Get Updated Loan Data

Stop Paying This Loan

Stop Recurring Requests

Student Loan Repayment Benefit

Your Estimated Savings



Get Updated Loan Data

Occasionally, you may need to request updated information from your loan servicer. To update your loan details, go to **Actions** and select **Get Updated Loan Data**.

Home Request History Advice & Tools

Manage your Student Loan Benefit

Good Afternoon , here's your current active loan

Repayment Type
Direct To Servicer

Mar Requests
\$100.00

| | | |
|-----------------------------------|-------------------|--------------|
| ACME Loan Servicing (XXXXX2121) ▶ | Frequency | Est. Balance |
| Student Loan Repayment Program | Monthly Recurring | \$40,000.00 |
| Status | | Actions |
| ACTIVE | | |
| Status | Request # | Beneficiary |
| REQUEST IN REVIEW | 8306560 ▶ | Mar |

Delete

Get Updated Loan Data

Stop Paying This Loan

Stop Recurring Requests

Student Loan Repayment Benefit

Your Estimated Savings



Stop Paying This Loan

Home Request History Advice & Tools

Manage your Student Loan Benefit

Good Afternoon , here's your current active loan

Repayment Type
Direct To Servicer

Mar Requests
\$100.00

| | | |
|-----------------------------------|--------------------------------|-----------------------------|
| ACME Loan Servicing (XXXXX2121) ▶ | Frequency Monthly Recurring | Est. Balance \$40,000.00 |
| Student Loan Repayment Program | | |
| Status | | |

Actions

- Delete
- Get Updated Loan Data
- Stop Paying This Loan**
- Stop Recurring Requests

Stop Paying This Loan

Are you sure you want to stop paying this loan? Any unprocessed requests will be canceled and this loan will be moved to "Other Student Loans".

Reason for Request

Required

STOP PAYING THIS LOAN CLOSE

If you would like to stop or inactivate the loan completely, select **Stop Paying This Loan** under **Actions**. Provide the reason for stopping this loan and submit your request.

The loan will be moved to **Other Student Loans** section of the **Home** page.



Stop Recurring Requests

Home Request History Advice & Tools

Manage your Student Loan Benefit

Good Afternoon , here's your current active loan

Repayment Type
Direct To Servicer

Mar Requests
\$100.00

| | | |
|-----------------------------------|-------------------|--------------|
| ACME Loan Servicing (XXXXX2121) ▶ | Frequency | Est. Balance |
| Student Loan Repayment Program | Monthly Recurring | \$40,000.00 |
| Status ACTIVE | Actions | |

| Status | Request # | Benefit |
|-------------------|-----------|---------|
| REQUEST IN REVIEW | 8306560 ▶ | Mar |

Stop Recurring Requests

Are you sure you want to stop recurring requests? The loan will continue to be active and requests pending will still be processed. The frequency will change to 'one-time' payments, and you will need to come back each month to create a new request.

STOP RECURRING REQUESTS Close

- Delete
- Get Updated Loan Data
- Stop Paying This Loan
- Stop Recurring Requests**

Student Loan Repayment Benefit

Stop Recurring Requests under **Actions** allows you to change your **monthly recurring payment request** to a **one-time payment request**.



Start Paying This Loan

The screenshot displays a user interface for managing student loans. At the top, the heading "Other Student Loans" is visible. Below it, a loan entry for "ACME Loan Servicing (XXXXX2121)" is shown, identified as a "Student Loan Repayment Program" with a status of "INACTIVE". The estimated balance is listed as "\$40,000.00". An "Actions" button is located to the right of the loan entry. A dropdown menu is open from this button, containing four options: "Delete", "Upload Documents", "Get Updated Loan Data", and "Start Paying This Loan". The "Start Paying This Loan" option is highlighted with a red rectangular border. Additionally, there is a "+ Add Another Loan" button on the left side of the loan entry area. At the bottom of the page, a footer contains the text "Family Solutions LLC All Rights Reserved", "Terms & Conditions", and "Privacy Policy".

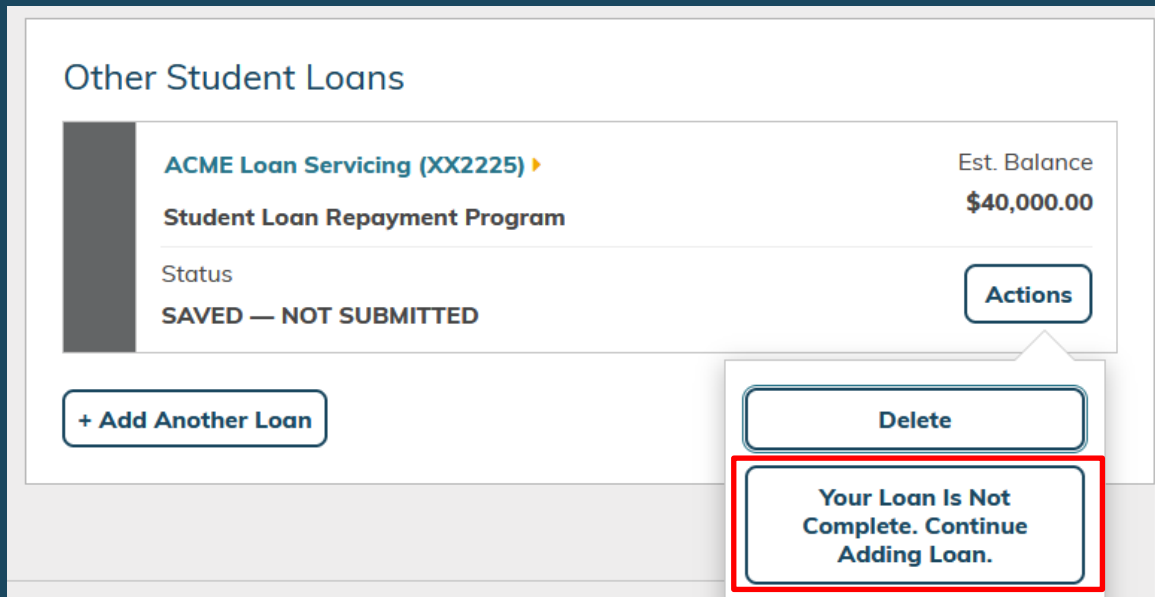
All of your inactive loans will be found under **Other Student Loans** on the **Home page**.

You will be able to activate a loan again if you do not have any current active loans.

Click on **Start Paying This Loan** to make the loan your active loan.



Complete Your Loan



Other Student Loans

ACME Loan Servicing (XX2225) ▶

Student Loan Repayment Program

Est. Balance
\$40,000.00

Status
SAVED — NOT SUBMITTED

Actions

+ Add Another Loan

Delete

Your Loan Is Not Complete. Continue Adding Loan.

If you have a saved loan under **Other Student Loans** on the **Home page**, you can continue setting up your loan at any time.

Click on **Actions** and select **Your Loan Is Not Complete. Continue Adding Loan** and follow the steps to add your loan.



Thank you for joining our webinar segment today. We look forward to supporting your education journey!
To begin visit the Jackson Health benefit information page located at jacksonbenefits.org

HR-Benefits@jhs-miami.org for any questions you may have regarding your benefits.

