

State Need Grant (SNG) Repayment Frequently Asked Questions

How much do I owe and how do I pay?

The Higher Education Coordinating Board contracts with a billing service, ECSI, to handle your repayment account.

If you have your ECSI statement, you can log on to www.ecsi.net and click 'borrowers' to view your account details or make an online payment. Or, you can call ECSI at **1-800-549-3274**.

*If your repayment was incurred during or before 1997, please contact the Higher Education Coordinating Board (HECB) directly at 1-888-535-0747, or email us at sngrepayment@hecb.wa.gov.

How can I release the hold from my financial aid and/or transcripts?

Your SNG repayment account must be **paid in full** before the hold can be released. Once you have paid your account in full, ECSI will notify HECB of your payment. You and the school to which you owed the repayment will receive a letter in the mail, and the electronic hold will be removed from your record. This takes about one week.

I can't pay this in full. Can I set up payment arrangements?

Yes. However, your account still needs to be paid in full before the hold can be released from your financial aid. Payment arrangements are a great way to work towards paid in full status. **Please contact ECSI at 1-800-549-3274** to set them up. There is no penalty for paying your account off early, and no interest or fees are added to your account.

I don't understand what this debt is.

When you attended college, you received a financial aid package that included the Washington State Need Grant. The college determined that you owed all or a portion of the grant back, most likely due to an early withdrawal.

The school told me that, due to a medical withdrawal, I didn't have to pay any money back.

Your school must follow the State Need Grant policy and require you to pay back any unused portion of your State Need Grant, no matter the reason for your early withdrawal. Under some circumstances, schools can lower or cancel repayments that are owed **to the school** such as tuition waivers and scholarships, and may have some flexibility with some federal repayments.

Can I appeal this?

Following SNG policies, your school determined that you must repay a portion of your grant. The HECB does not determine SNG repayments and we don't have the authority to cancel these debts unless you are totally and permanently disabled. If you feel you should not have to repay these funds, or have questions about how your repayment was determined, please contact the financial aid office at your school.

Has there been any interest accruing on this debt?

No, there have been no fees or interest added to your balance.

What will happen if I don't pay it?

A permanent hold will remain on your financial aid should you choose to return to school and your account will be sent to a collection agency.