

Online Automatic Debit (ACH) Payment Tips

Online Automatic Debit (ACH) is a convenient way to electronically deduct your monthly payment from your checking or savings account on the same day each month. Your account must be current and in an active repayment status to be eligible for online ACH. Payments will be applied to all loans within an account.

There are no service fees for using online ACH. In addition, you will receive a 0.25 percent interest rate reduction while your account is in an active repayment status and enrolled in ACH.

The Texas Higher Education Coordinating Board (THECB) may modify or terminate this borrower benefit program at its discretion and without prior notice. Your failure to satisfy benefit eligibility requirements may result in the loss of the benefit.

If you choose to setup online ACH payments, please [log in to your account](#) and select the **View ACH Enrollment** button.

Important Notes for Online ACH Enrollment and Cancellation

- Online ACH enrollment is not available for cosigners at this time.
- The automatic debit from your checking or savings account is initiated three business days prior to the scheduled due date.
- If your loan (or loans) is past due 10 days or less, upon sign-up of online ACH, your bank account will be drafted immediately.
- If your loan (or loans) is more than 10 days past due, you will not be eligible to enroll in online ACH until your loan (or loans) is current. Contact our office to make payment arrangements.
- If you have loans with multiple repayment statuses, please contact our office for assistance.
- If your loan (or loans) is paid ahead of schedule, automatic payment will draft on the next scheduled due date. If you want your payment to draft immediately, please submit a written request by mail, fax, or [email](#).
- If you are on ACH and enter a period of deferment or forbearance, you will no longer qualify for ACH and your interest rate reduction will be canceled. Following the expiration of the deferment or forbearance, you will need to re-establish ACH.
- To prevent an ACH draft from occurring, you must cancel your ACH more than three business days prior to your scheduled due date.
- THECB will terminate your ACH and your interest rate reduction if your financial institution sends a bank return, which could include insufficient funds, unable to locate bank account, and/or stop payment.
- Please contact the Office of the Attorney General (OAG) at 512-463-2173 if your account is in default and legal action has been taken against you. A current repayment plan must be set-up with the OAG prior to ACH enrollment to prevent multiple drafts from being debited on the defaulted loan.

Cancel ACH Enrollment

To terminate your ACH election, [log in to your account](#) and select the **View ACH Enrollment** button on the Borrower Summary page. Choose the **NO** radio button for Enroll in ACH and select the **Update ACH** button to SAVE. A message will appear on the screen to confirm your update was successful.

Contact Us

You may speak to a Customer Service Representative at 800-242-3062, Monday through Friday, 8 a.m. to 5 p.m. CST.