

EDUCATIONAL TRUST AWARDS FREQUENTLY ASKED QUESTIONS

1. Q: How do I claim my award?

A: A student must send documentation of high school graduation and enrollment in a postsecondary institution to the California Student Aid Commission. Then a Qualified Funds Withdraw Form is sent to the student; the student and the college Financial Aid office complete the form. Funds are then sent to the Financial Aid office to be credited to the student's account. **(Students never receive a check).**

2. Q: How long does the process take to receive a check?

A: Once a student sends in documentation of high school graduation and enrollment in a postsecondary institution, it will take approximately 90 days for a check to be received at the student's Financial Aid Office.

3. Q: When will checks be sent?

A: Fidelity Investments will process and mail checks to colleges the second week in October. For those who did not make the October 15th deadline, their checks will be processed and mailed out the second week in November. If students have missed both of these deadlines, the next set of checks will be processed in January of the following year.

4. Q: How can I find out if the Financial Aid Office received the check?

A: Once a student has waited the 90 days after submitting all necessary documentation and forms, a student may inquire at their Financial Aid Office about a check received from Fidelity Investments.

5. Q: What should I do if I missed the above deadlines?

A: A student can still send in the Qualified Funds Withdraw Form to be processed all year long. However, the process will still be 90 days after submitting necessary documentation.

6. Q: Can I request a smaller amount than the balance?

A: A student can request the full balance or any portion of the balance.

7. Q: What do I do if I have mailed in my high school graduation documentation and enrollment in a postsecondary institution, but have not received a Qualified Funds Withdraw Form?

A: Please check to see if your mailing address is updated. Many times students have moved since middle school and have forgotten to update their mailing address with the California Student Aid Commission.

8. Q: Will colleges be notified of the award amount I will be receiving?

A: The Qualified Funds Withdraw Form can serve as a notification to colleges that a student will be receiving additional funds along with the amount.

9. Q: Who should I contact if I have questions about my award?

A: If a copy of the high school diploma and proof of enrollment into a postsecondary institution has been submitted to the California Student Aid Commission, the Qualified Funds Withdraw Form has been mailed, and the student has waited 90 days, the student may e-mail: crystal.robinson@ucop.edu for further information.