



ROZ Approved Applicant FAQ

Q: When will my payments start now that I am approved for ROZ?

A: Please review the following schedule.

Approval Period	Payment Start Date
7/1/11 – 6/30/12	November 2012
7/1/12 – 6/30/13	November 2013
7/1/13 – 6/30/14	November 2014
7/1/14 – 6/30/15	November 2015

Q: How often do I receive payments?

A: Checks will issue on an annual basis in late fall.

Q: Am I required to continue making payments on my student loans now that I am approved?

A: Yes, Applicants should continue making any payments required by their lender(s).

Q: How will Commerce start the payment process?

A: In October of your first payment year, we will send you a letter with instructions for completing your enrollment and ROZ payment agreement. You will complete the documents and return them to Commerce. We will then work with the counties to receive the matching funds. Payments will be entered by the end of November and checks will arrive throughout the following 4 weeks.

Q: If I fail to respond to mail and email correspondence, do I risk losing my approved status?

A: Yes. Confirmation of your residency in the county is required each year before issuing a payment. Failure to respond by the deadline provided will result in loss of approved status.

Q: What do I do when I receive the payment?

A: Upon receiving the check, you must send a payment in that amount to your lender(s). You will then send a payment receipt or payment history to Commerce to confirm the payment was applied to your student loan account(s). This is required in order to approve you for the next payment.

Q: Can I split my annual payment between multiple lenders?

A: Yes. You will need to send confirmation for each payment to Commerce and the sum of the payments must equal the amount sent to you by Commerce.

Q: If my student loan balance increases, can I ask Commerce to adjust my eligible balance?

A: No. Commerce only considers the loan balances accrued by the date of application to be eligible.

Q: If I am approved, can I move to a different ROZ county and remain eligible?

A: No. Eligibility for ROZ student loan repayment does not transfer.

Q: What do I do if I change addresses within the county?

A: Please contact Commerce to update your address.