



Tuition Program for U.S. and Puerto Rico

Frequently Asked Questions

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This Q&A is intended to be a resource in answering commonly asked questions. These questions and answers are not intended to be all-inclusive. In the event of any question or conflict, the Program document governs. Please refer to Citi's Tuition Program (available on Citi For You) for additional information.

Employee Eligibility Criteria

1. How soon after I'm hired can I submit for and receive tuition reimbursement/assistance?

You must have at least 90 days of continuous service based on your most recent date of hire at the time you submit your request to take a course(s). You must be actively working (not on any Leave of Absence) at the time the course is approved, begins and ends to receive reimbursement/assistance except in the cases identified in Question 22 of this document. Submission of online applications **MUST** be completed on or before the **start date** the school term (i.e., semester, quarter, summer session).

If you have multiple courses across different school terms and/or multiple courses in the same school term with different start and end dates, an application must be submitted for each school term and/or course. You should plan to take courses outside of business hours.

2. Are there any other eligibility requirements that need to be met before I can submit and receive tuition reimbursement/assistance?

- You must be a regular full-time employee or a regular part-time employee (scheduled to work 20 or more hours a week).
- You must have received at least a 3/4 (Goals/Leadership) rating on your most recent annual (year-end) performance review (when applicable); and your current performance, conduct, and attendance must be satisfactory, meaning that you're not on any kind of performance improvement plan or discipline greater than a Letter of Education.

Annual Tuition Cap

3. As a regular part-time employee working 20 or more hours per week, am I eligible for the full amount available in tuition reimbursement/assistance?

Both regular full-time employees and regular part-time employees (scheduled to work 20 or more hours a week) are eligible for qualified expenses and fees up to a maximum of \$5,250.00 for undergraduate degree courses and certificate programs and \$7,500.00 for graduate degree courses and graduate certificate programs (less taxes if applicable) per calendar year provided they meet all other eligibility criteria.

Employees who are scheduled to work less than 20 hours per week are not eligible for Tuition Reimbursement.

Important: For students transitioning between undergraduate and graduate programs, the maximum reimbursement/assistance cap in a year is \$7,500.00. For example, you finish your undergraduate degree in May 2023 and use all the \$5,250.00 toward your course work and graduation fees. You then apply and secure your manager's approval for qualifying graduate courses in the fall of 2023 and finish those courses in October 2023. You will only be allowed an additional \$2,250.00 as the annual cap limit is \$7,500.00.

4. If I finish a course in December of the current calendar year and submit my paperwork for reimbursement/assistance in January of the following calendar year, to which calendar year's maximum dollar amount does my course count towards?

The annual tuition maximum dollar amount is applied to the calendar year the course is completed. However, tuition reimbursement and/or assistance payments above the IRS tax exempt limit of \$5,250.00 will experience tax implications in the year in which the qualifying course(s) is (are) **paid**.

5. If I received online pre-approval from my manager in Fall of the current calendar year to take a course in Spring of the following calendar year, to which calendar year's maximum dollar amount does that course count towards?

The annual tuition maximum amount is applied to the calendar year the course is completed regardless of when the course was approved.

6. I only took one course this calendar year, but I plan to take three courses next calendar year. Can I carryover the unused portion of the annual maximum dollar amount from the previous calendar year?

Any unused portion of the annual maximum dollar amount cannot be carried over to the following calendar year, and any amount from a future calendar year may not be applied to a current calendar year.

7. Are Tuition Reimbursement/Assistance Payments taxable?

The Internal Revenue Code, Section 127 allows employers to provide non-taxable educational reimbursement to their employees up to \$5,250 annually. Any reimbursements/assistance for course work in excess of this amount will receive appropriate tax treatment in the year in which those reimbursements/assistance are **paid**.

Application Process

8. Where do I go to apply for tuition reimbursement or tuition assistance?

Prior to submitting your online application, and prior to the start of the school term (i.e., semester, quarter, summer session) , you must have a conversation with your manager regarding your interest in applying for tuition reimbursement/assistance.

Once you've determined which courses to register for, you must submit an online application that your manager will review and approve for your eligibility. This online application must also be submitted prior to the start of the school term (i.e., semester, quarter, summer session) regardless of when your course work begins within that term.

If you have multiple courses across different school terms and/or multiple courses in the same school term with different start and end dates, an application must be submitted for each school term and/or course. You should plan to take courses outside of business hours.

You must be actively working from the time the course begins until the course is completed and paid except in the cases identified in Question 22 of this document.

You can log into Bright Horizons EdAssist Solutions citi.edassist.com to submit an application, view resources regarding your tuition program, schedule a coaching session, or submit a support ticket.

If you have any questions, please contact Bright Horizons customer service at: [877.286.3138](tel:877.286.3138)

Obtaining Approval – Required Online Processing

9. How does my manager approve my online application?

You must first have a conversation with your manager to let them know you plan to submit an online application for courses. Then submit your application online prior to the start of the school term at citi.edassist.com.

10. Does my manager need to approve my online application on or before the start of the course(s)?

Yes. Your application will be reviewed for program compliance by Bright Horizons and then forwarded to your direct manager for approval regarding your eligibility.

11. Does my manager need to approve my online application again following the completion of the course(s)?

No additional approvals are not required.

12. Once I complete my course(s), what do I need to do to receive reimbursement?

You must submit proof of successful course completion (grades), including course schedule(s)

and an itemized paid invoice of tuition and fees within 60 days after course completion in order to receive reimbursement.

Loans, Grants, and Scholarships

13. Should I report loans?

You are required to report loans as proof of payment.

14. Should I report grants and/or scholarships?

You're required to report any grants and/or scholarships credited at any point toward course work. Employees receiving funds from any other source, such as school or government-sponsored program or scholarship will be reimbursed only when the total tuition exceeds the scholarship/grant amount.

In those cases, you'll be eligible to be reimbursed for 100% of the difference between the amount received from the other funding source and the tuition cost up to the dollar limits of the program.

Eligible Schools, Courses, and Fees

15. In order to complete my degree, I must enroll in certain courses that are not directly related to the degree but are pre-requisites. Can I still be reimbursed for these courses?

Yes, remedial courses that must be completed, as a requirement of the college/university, prior to the beginning of degree-related courses qualify for reimbursement, including the College Level Examination Program (CLEP).

16. Can I be reimbursed for the cost of books?

Yes, books, course materials (including e-course materials) are eligible for reimbursement.

As a general matter, any costs and fees that are not directly related to course enrollment, such as parking and transportation costs, are not eligible for reimbursement.

17. Is the cost of preparatory exam coursework reimbursed?

The cost of preparatory course work, such as courses taken in preparation for the GMAT or other standardized exams are not eligible for reimbursement.

18. Can I be reimbursed for online courses?

Yes, online courses are eligible for reimbursement if they are offered through a college or university that is accredited by an accreditation agency recognized by the U.S. Department of Education.

19. What is the difference between a certificate program and a certification?

Certificate programs usually include a program of courses that represent a concentration in a particular field of study, resulting in the participant receiving a certificate, for example, in international finance. The Program covers "certificate programs" if offered by an accredited institution. Conversely, professional certifications (CFP, CPA, PHR, Six Sigma, etc.) are not eligible for reimbursement under the Program but may be considered for reimbursement directly by the business if the business deems it to be of value to the job. Certifications typically involve the participant attending a seminar (not a true college course) or doing self-study in preparation for an exam, which results in the certification.

20. Are graduate degree course(s) reimbursable under Citi's Tuition Program?

Graduate degree programs are reimbursable to the \$7,500.00 limit, however, the amount in excess of \$5,250.00 will be taxed appropriately.

21. I see that Bright Horizons indicates on their website that some schools extend discounts on select programs to immediate family members. Can I take advantage of this program?

Yes, you can take advantage of these offerings from Bright Horizons, however, any engagement with Bright Horizons done on behalf of immediate family members should occur on your personal time and not during your scheduled work hours.

Leaving Citi

22. What happens if I leave Citi or go on a leave of absence?

If you go on a leave of absence, retire, or your job is eliminated under the Separation Pay Plan before your course work has been completed and before you have submitted your grades and final required documentation, you'll be eligible for tuition reimbursement as provided below:

- **Retirement:** You're eligible to be reimbursed for courses in progress as of your retirement date.
- **Job elimination under the Separation Pay Plan:** You're eligible for reimbursement or assistance only for approved courses you completed that began prior to your notice period and/or approved courses that began and were completed during your notice period.
- **Military Training, Short-Term Disability leave of absence, or any approved Family and Medical Leave:** If the leave occurs during a school term for which you received pre-approval or have applied for tuition reimbursement, you'll be reimbursed once you've successfully completed the course work and returned to work.

23. What happens if I resign from Citi?

You won't be reimbursed for the cost of any outstanding courses approved for reimbursement and in progress at the time of your termination of employment.