Frequently Asked Questions – Alchemy Code Lab School Closure TPF claim

Description

- Tuition Protection Fund = TPF
- Higher Education Coordinating Commission = HECC

1) **How do I submit my TPF refund claim?**

   Answer: Please visit our [State of Oregon: Private Postsecondary - Updates and Consumer Alerts](#) webpage where you will need to download and complete a Tuition Protection Fund (TPF) claim form. Once you have completed the form, submit it along with any supporting documents to SchoolClosure.Info@HECC.oregon.gov. Please note that all TPF claim forms MUST be submitted by **July 1, 2023**. After July 1st, claims will no longer be accepted.

   Students with loans:
   - You may want to reach out to your loan company to ensure they are aware of the closure of Alchemy and to determine what options are available to you.
   - The Department of Consumer and Business Services, Division of Financial Regulation (DFR), Student Loan Ombuds can help borrowers resolve disputes with their loan servicer and make sure they are in compliance with the law. If you have a concern or complaint about your loan you can file a complaint using this form: https://dfr.oregon.gov/help/student-loan-help/Documents/5798.pdf.

2) **Is there a deadline to submit your TPF refund claim?**

   Answer: Yes, there is a deadline to submit your claim. The last day to submit your TPF refund claim is **July 1, 2023**. Any claims that are received past **July 1, 2023** will not be accepted.

3) **How do I know if I qualify for a TPF refund claim?**

   Answer: You will only qualify if our records show that you were enrolled in Alchemy Code Lab School during the school closure date of February 1, 2023. The Higher Education Coordinating Commission (HECC) has a record of all students that were enrolled in the time of school closure.

4) **Is there a limit to the amount of refund that I will receive from the TPF refund fund if I submit my claim?**

   Answer: Yes, there is a TPF liability limit. The Higher Education Coordinating Commission (HECC) will wait until the deadline of **July 1, 2023** and then calculate the maximum amount a student can receive based on the Tuition Protection Fund and the student's maximum pro-rata refund amount

to distribute the TPF refunds to the students. The TPF liability limits or maximum will limit the amount of refund a student will receive.

5) **What is pro-rata when calculating a refund?**

Answer: "Pro rata" means in accordance with a fixed proportion of the program completed and the amount the student paid school.

6) **What if I have additional questions, who can I contact?**

Answer: If you have questions, please state your first and last name and due to the limited staff, we ask that your question be concise. Our staff will do our best to respond quickly depending on the amount of demand. You can send your question to SchoolClosure.Info@HECC.oregon.gov

7) **How do I obtain my transcript from Alchemy Code Lab?**

Answer: You can contact [Alchemy Code Lab](#) for your transcript. If you are unable to obtain your transcript directly from the school, the HECC should have a copy of the transcript. In order to obtain your transcript from the HECC, please click on the Transcript Request Form on the HECC's website: [State of Oregon: Private Postsecondary - School Closures and Transcript Requests](#). **The HECC will waive the $12 transcript fee for all Alchemy Code Lab students until July 1, 2023**. Any Transcript request submitted post July 1, 2023 will require the $12 fee.

8) **Is there any information regarding Climb Credit (UAS- as student loan servicer) and are there any possible forms of student loan relief related specifically to Climb Credit?**

Answer: Yes. (*see below*)

Climb Credit
Climb Credit via loan servicer ***University Accounting Service LLC*** (**UAS**) has informed the Higher Education Coordinating Commission of the following policy for Alchemy Code Lab students:

- They will place all eleven student on payment deferral
- No interest will accrue while on payment deferral
- Climb Credit will not send the Alchemy Code Lab students to collections

We recommend the students first reach out to UAS with any student loan questions. UAS can be reached at: **844-870-8701**; Customer Relation Representatives are available Monday - Friday, 7 am to 5 pm Central Time.