

## KEY CONVERSION DATES

DATE	ACTION
Ongoing through 6PM EST on Friday, October 21, 2016	Continue to contact Client Service Representatives at 888-913-2885.
Thursday, October 20, 2016	<ul style="list-style-type: none"><li>Electronic Transactions (online, fax, ACH, payroll deductions) received by midnight EST on Thursday October 20, 2016 will be processed on Friday October 21, 2016. Requests received after this time will be processed on October 24, 2016 at 9AM EST.</li><li>Mailed-in Transactions (Enrollments, Deposits) will be processed until 6PM EST on Thursday, October 20, 2016.</li></ul>
Friday, October 21, 2016	All Account Owners will be able to access their Accounts online until 6PM EST.
Monday, October 24, 2016	<ul style="list-style-type: none"><li>Starting at 9AM EST, Client Service Representatives can be reached at 888.913.2885 and all Account Owners will be able to conduct all transactions on their Accounts.</li><li>All Account Owners will be able to set up new Account access at <a href="http://www.collegechoicecd.com">www.collegechoicecd.com</a>.</li></ul>
Week of October 24, 2016	All Account Owners will receive a statement showing their pre-Conversion activity. If you are a CollegeSure® CD Account Owner, your statement will also show your new minimum APY (Floor Rate). The APY for all other products will be shown at the time interest is credited—quarterly for savings accounts, annually for Fixed Rate CDs and CollegeSure® CDs, and at maturity for InvestorSure® CDs.
Week of October 31, 2016	All Account Owners will receive an opening monthly statement and a description of the statement changes.

*CollegeChoice CD is sponsored by the State of Indiana and administered by the Indiana Education Savings Authority. College Savings Bank, a Division of NexBank SSB (CSB) serves as a Program Manager for CollegeChoice CD. As Program Manager, CSB supports all aspects of the day-to-day operations of CollegeChoice CD, including marketing, recordkeeping and administrative support. CollegeChoice CD offers portfolios that invest in either a CSB issued CD or a savings account. CDs may be subject to early withdrawal penalties. For additional information, please refer to the CollegeChoice CD Disclosure Statement.*

*Neither CollegeChoice CD, nor the Indiana Education Savings Authority, nor NexBank SSB, nor other organizations participating in the program are providing tax, legal or accounting advice. This material has been prepared for informational purposes only, and is not intended to provide, and should not be relied on for, tax, legal or accounting advice. You should consult your own tax, legal and accounting advisors before engaging in any transaction.*

*APY (Annual Percentage Yield) is subject to change at any time. Early withdrawal penalties may apply and may reduce earnings on the account.*

CollegeChoice CD  
529 SAVINGS PLAN

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INFAQ-0916

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## Frequently Asked Questions



### Why is CollegeChoice CD upgrading its recordkeeping system and online account access system?

These new systems will offer Account Owners improved features that will enhance their 529 account management experience. The new core technology has increased system support and offers a platform designed for growth.

### What will happen next and how do I find out more about the new systems?

The system change will commence over the weekend of October 22-23, 2016, at which time all account information and records will be automatically transferred. Please review the information provided in this packet and upcoming materials. Contact a Client Service Representative at 888.913.2885 with any questions.

### Will there be a time during the Conversion that I cannot conduct account transactions?

There will be a short period—from midnight EST October 20, 2016 to 9AM EST October 24, 2016—when you will not be able

to make changes to or conduct transactions on your account. Please review the Key Conversion Dates for more detailed information.

### Are any fees changing because of the upgrades?

As of January 6, 2016, CollegeChoice CD no longer charges fees. Our fee structure will not change during the Conversion.

### Are the terms and conditions of the CDs that comprise the CollegeChoice CD investment options changing?

Yes. The new Terms and Conditions of the CDs underlying your investment options are included in this packet.

### Will my account number(s) change?

Yes. On October 24, 2016 all account numbers will change and will be provided on your October 31, 2016 statement. However, you can use your current account number to register and access your account on the new online system.

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**Will I continue to receive my statements as usual?**

You will receive a final quarterly statement under the existing recordkeeping system the week of October 24, 2016 for all transactions on your account through October 21, 2016.

Starting October 31, 2016, you will receive monthly statements for your account. Account Owners will also receive an introductory letter that will guide them through the statement updates.

**Will I be able to access my account online after October 21, 2016?**

Beginning October 24, 2016 you will be able to access your account online by visiting [www.collegechoicecd.com](http://www.collegechoicecd.com) and registering for online account access using your current account number. All subsequent logins will require a username and password. All Account Owners will receive a postcard during the month of October to remind them about their online account registration.

**Will I be able to open a new account during the Conversion?**

You may continue to open new accounts in CollegeChoice CD during the Conversion. Enrollment Forms received in good order through midnight EST on October 20, 2016 will be processed Friday, October 21, 2016. Enrollment Forms received after midnight EST on October 20, 2016 through October 21, 2016 will be processed the next business day.

**Will my Automatic Clearing House (ACH) contributions and payroll deductions that were previously scheduled to be made after the Conversion still be honored?**

Yes. If you contribute to your Accumulator Savings Account through an ACH Plan and/or payroll deduction, all balances from your Accumulator Savings Account will be transferred to a CollegeSure® Honors Savings Account. Your ACH Plan and/or payroll deduction will continue uninterrupted and will be contributed to your new CollegeSure® Honors Savings Account. Because we will no longer offer new CollegeSure® CDs and InvestorSure® CDs as a CD Option, you cannot use funds from your new CollegeSure® Honors Savings Account to purchase new CollegeSure® or InvestorSure® CDs. However, funds from a CollegeSure® Honors Savings Account can be used to purchase new Fixed Rate CDs.

**If I do not currently have online account access, how do I register?**

You will need your existing account number to register your account online. Registration information can be found on our existing online account system, which can be accessed through [www.collegechoicecd.com](http://www.collegechoicecd.com) or [www.collegesavings.com](http://www.collegesavings.com). After the Conversion, the URL for online account access will remain the same.

**Is the website or contact information changing for CollegeChoice CD?**

No. Account Owners will still be able to access information about CollegeChoice CD by visiting [www.collegechoicecd.com](http://www.collegechoicecd.com) and [www.collegesavings.com](http://www.collegesavings.com).

**Will eDeposits still be offered following the Conversion?**

Yes. eDeposits will still be offered following the Conversion and can be accessed at [www.collegechoicecd.com](http://www.collegechoicecd.com).

**What are the new system features?**

The new online account access is a user-friendly interface with customized profile settings, and more, to allow you access to your account 24 hours a day.

The new recordkeeping system enables us to increase the frequency of your statement delivery, offer enhanced security and the use of one of the banking industry's market-leading core systems.

**What CollegeChoice CD investment options will change as a result of the Conversion?**

Following the Conversion:

- We will waive the early withdrawal penalty for CollegeSure® CDs withdrawn within 18 months after the Conversion date (October 24, 2016). Any early withdrawals made later than 18 months after the Conversion date (October 24, 2016) will be subject to the Early Withdrawal Penalty;
- We will no longer offer the CollegeChoice InvestorSure® CD; and
- The Honors Savings Account, Accumulator Savings Account and Savings Account will be combined into one new savings account called the CollegeSure®

Honors Savings Account.

Each of these changes is further described in the enclosed Supplement to the CollegeChoice CD Disclosure Statement. Please contact a Client Service Representative at 888.913.2885 for more information.

**When will these changes take place?**

The table on page 4 details some key dates and actions: Key Conversion Dates.

**Who can I contact with any questions?**

Client Service Representatives can be reached Monday through Friday from 9AM—6PM EST.

- Phone: 888.913.2885 (participants) or 800.777.7927 (financial advisors)
- Website: [www.collegechoicecd.com](http://www.collegechoicecd.com)
- Email: [questions@collegechoicecd.com](mailto:questions@collegechoicecd.com)

**Where can I find additional information about the Conversion?**

In addition to the enclosed Conversion materials and Supplement to the CollegeChoice CD Disclosure Statement, the following will be mailed on or about these dates:

- October 7: Postcard about Online Account Registration and Demo
- October 21: Consolidation Communication and customized final interim quarterly statement showing weighted average APY
- October 31: How to read your new monthly statement; and beginning statement showing APY (matching weighted average APY shown on October 21 Statement)