

# SALT FAQs

## For Students & Parents

You probably have some questions about SALT. Let us help you with the answers.

### Q: WHAT IS SALT ?

**A:** SALT is a dynamic, multichannel educational program that spans financing higher education and successful management of student loans, through the many financial decisions that students face after they leave school. SALT educates, empowers, and engages college students and young adults to truly own their finances by making it immediately rewarding, easy, and fun to make smarter student loan and financial decisions.

### Q: HOW MUCH DOES SALT COST?

**A:** SALT is offered at no charge to students or alumni. Sign up at [www.saltmoney.org/wccc](http://www.saltmoney.org/wccc)

### Q: WHO CAN BENEFIT FROM USING SALT?

**A:** Any college student or alum who wants to become more financially savvy.

### Q: HOW DOES SALT WORK?

- Proactive communication, education, and one-on-one counseling from student loan experts.
- A personalized dashboard at [saltmoney.org](http://saltmoney.org) where members can track all their federal student loans in one place and compare payment options.
- Web “self-serve” tools, calculators, and educational content.
- A highly interactive Web financial education curriculum.
- Advocacy and assistance with resolving complex student loan related problems.
- Assistance with the financial situations students’ face, such as help finding scholarships, jobs, and internships.

### Q: IS THERE A NUMBER THAT MEMBERS CAN CALL IF THEY HAVE MORE QUESTIONS?

**A:** Students and alumni can contact SALT member support at 855.469.2724 with any questions about their accounts. If members have questions about their student loans, we encourage them to call one of our loan counselors at 877.523.9473. Members can also follow SALT at **Facebook.com/saltmoney** or on **Twitter at @SALT\_Money**.

### Q: IS MEMBERS’ FINANCIAL INFORMATION SAFE IN SALT?

**A:** SALT’s provider, American Student Assistance (ASA), considers information security to be a priority and devotes significant resources to protect sensitive personal information. SALT is protected by a program that includes physical, logical, technical, and administrative controls managed by certified security personnel. ASA does not sell personal information to third parties, including SALT member benefit partners. Members are eligible to receive benefits from SALT partners, but all rewards are self-selected and all member data remains housed securely by ASA. Please visit our privacy policy at [saltmoney.org](http://saltmoney.org) for more information.

### Q: HOW DO MEMBERS ACCESS SALT?

**A:** After they register, members can log on to their accounts directly from [saltmoney.org](http://saltmoney.org).

### Q: HOW DO MEMBERS SIGN UP?

**A:** A secure Sign Up link is available on the SALT home page, [saltmoney.org](http://saltmoney.org). Clicking the link takes you to the registration page.

The logo for SALT, featuring the word "SALT" in a bold, white, sans-serif font with a dollar sign (\$) to its left, all set against a black rectangular background.

Questions? Contact WCCC Financial Aid @ 207-454-1033 or [woshea@wccc.me.edu](mailto:woshea@wccc.me.edu) OR

SALT Member Support at 1-855-469-2724