

Continuing Education Frequently Asked Questions

Q: What types of courses are typically reimbursed through this program?

- Educational assistance is provided for courses relative to the financial/business industry, needed to complete a degree for a career within the business industry, or to improve a family member's chances for advancement within the financial industry.

Q: What type of educational opportunities can tuition reimbursement be used for?

- Reimbursement may be requested for courses at accredited community colleges and/or universities. Graduate level courses, MBA programs, and specialized programs/schools are also eligible for reimbursement up to the stated amount.

Q: When do I qualify for tuition reimbursement?

- If you are part-time, you become eligible after six months of continuous employment.
- If you are full-time, you become eligible after three months of continuous employment.

Q: How much financial tuition assistance is offered?

- Each calendar year, you are eligible for a maximum of \$3,500 of tuition reimbursement.

Q: What expenses can the funds be used for?

- The maximum reimbursement of \$3500 per year may be used for tuition, books, and any associated fees.

Q: What commitments do I make to TowneBank by utilizing this program?

- Family members participating in the program will be required to sign a TowneBank Continuing Education Agreement and must remain employed with TowneBank during the entire course, and for two years from the date of the agreement.

Q: What are some circumstances in which I would be responsible for reimbursing the bank?

- If a Towne family member receives a grade lower than "C", receives an incomplete, or withdraws from the course, reimbursement is due immediately.
- If a Towne family member's employment is terminated by either party for any reason before the two years, reimbursement is prorated and due immediately.
 - NOTE: Terminations due to staff reductions, acquisitions, or similar reasons beyond employee's control are not included in this and are not reasons for reimbursement.

Q: If I have any additional questions, who should I contact?

- Please contact the Learning & Development Training-Learning-Development@TowneBank.Net or the Learning & Development Director, Sharon Byrd-Sharon.Byrd@TowneBank.Net

Q: What should I do if I am ready to apply?

1. Access the TowneBank Continuing Education Agreement form on the Bank Training SharePoint page and begin to fill out the necessary information.
2. Discuss the courses with your manager and obtain their approving signature on the agreement form.
3. The employee will handle the registration/tuition payment directly with the college/university.
4. When submitting your request to Learning & Development, be sure to include:
 - a. The Continuing Education Agreement form with your manager's signature.
 - b. Course(s) description provided by the college/program attending.
 - c. Receipt of course cost/payment provided by the college/program attending.
 - d. Receipt of payment for any necessary books or associated fees.
5. Learning & Development will receive the application and will send the agreement to the Regional President/Senior Manager for the Region/Affiliate for final approval.
6. Once final approval is granted, Learning & Development will submit the information to payroll and reimbursement will occur on an upcoming pay cycle.
7. Once the course is completed, the employee should submit the final grade report to Learning and Development for verification.