Frequently Asked Questions:

1. How will I receive a refund from my spring aid?

A. If you have not already done so, we strongly encourage you to elect to receive payments to your bank account through Finexio (www.finexio.com). Otherwise, a check will be mailed to you. Please make sure Finexio has an updated mailing address for where you would like the check sent. All questions and address changes need to be directed to Finexio directly via online chat or by calling 818-724-8110. For more info, please see https://www.amherst.edu/offices/office_of_the_chief_financial_officer/shared-services/accounts-payable/payments-to-students.

2. Will documents be accepted after the financial aid deadline?

A. Yes. Your application will still be considered - even if you submit information after the deadline. We will accept documents uploaded to your Financial Aid Portal after January 4th, and late application materials will not impact your financial aid eligibility.

3. How do I view my financial aid details?

A. The Financial Aid Portal (FAP) is your resource for financial aid details: student expense budget, family contribution, document(s) status and personalized messages. Students should review the portal regularly.

4. How can I speak with a staff member about my financial aid?

A. All financial aid staff are still working remotely, but staff can be contacted through:

- Online scheduling for currently enrolled students.
- Email
- Phone (413) 542-2296, Monday - Friday 8:30am - 12:30pm, and 1:30 - 4:30pm
- Fax (413) 542-2628

Currently, there is no physical access to the Financial Aid Office, as we are working remotely. It is important that students read and respond to email communication from our office to stay up-to-date on deadlines and requests for necessary information to process financial aid applications. We look forward to receiving your questions and speaking with you during our remote work.

5. How will my financial aid be impacted by an external scholarship or tuition benefits?

A. Amherst College meets 100% of demonstrated financial need with no initially packaged student loans. Typically, external scholarships and tuition benefits first replace the student employment component of the financial aid award. For the 2020-2021 academic year, all student effort - summer earnings as well as term-time (academic year) employment - has been replaced with Amherst Scholarship. Given that all demonstrated financial need is met fully with Amherst College scholarship, the maximum benefit from external scholarships can be achieved by asking the scholarship sponsor to allow you to defer use of your
scholarship funds to future years, and/or to be used for a computer purchase. Written authorization from the scholarship must be sent to finaid@amherst.edu. Outside scholarships cannot replace family contribution.

6. Can I mail missing documents?

A. While we are working remotely, we request you email or fax documents to us, as processing of paper mail will be delayed.

7. How can I make corrections to my CSS Profile?

A. Once the CSS Profile has been submitted, you cannot make changes. We understand that the numbers on the Profile may be estimates; we will update that data with your actual tax information that you submit to our office. If you have major changes or corrections to make beyond those that we will update with your tax information, you can print the pages that need updates, write the changes on them, and email or fax the corrected pages to our office.

8. Can I receive a fee waiver for the CSS Profile?

A. If you are an international student and the cost of the CSS Profile presents a financial hardship to your family, you may request a CSS Profile fee payment code using the online form at https://admission.amherst.edu/register/cssprofilefeewaiver2021.