

PRIMA WAVE Online Payment Process Highlights

1. **Payment Links on WAVE**
 - Financial Information Page
 - Account Information Page
 - Payoff Quote Confirmation Page
2. **Convenience Fee Structure** (these fees are charged directly to the customer in order to pay the transaction fees charged by the banks and credit card companies)
 - E-check fee is a flat \$2.00 per transaction
 - Credit Card/Debit Card (Mastercard, Discover, AMEX) fee is 2.9% of the total transaction. This fee is not charged to new enrollees paying the \$60.00 application fee, Intuition Systems absorbs this cost.
3. **Minimum Payment Threshold** – This threshold is set to \$7, which is the lowest MPACT administrative fee.
4. **Email Confirmation** – Each Payment transaction will send an email confirmation to the customer.

5. **Payment Details in PRIMA** – The online payment transaction is updated “real-Time” in PRIMA Audit History. This will serve as reference information to customer service prior to the nightly payment posting. Details in Audit History include:
 - Payment Type
 - Payment Amount
 - Payment Confirmation Number
6. **Payment Posting Schedule** – Payments submitted prior to 7:00CST will be posted to the prepaid account on the same day. Payments submitted after 7:00 CST will be posted to the prepaid account on the next calendar day.
7. **Funds Flow/Bank Reconciliation** – Intuition uses its Originating Depository Financial Institution (ODFI) as the depository account. By doing so, all transaction fees are charged to Intuition. The online payment funds are debited from the customer’s account and credited to Intuition’s MPACT SunTrust account on a nightly basis. Intuition then transfers e-check and credit card funds (minus convenience fee portion) to MPACT’s Bancorpsouth account as part of the weekly SWEEP process.
8. **Program Letters** – The following program letters promote online payments via WAVE.
 - Payment Invoices (down payment, annual, lump sum)
 - Payment Return Letter (NSF)
 - Payoff Letter
 - Delinquency Letters (15 and 30 day)
 - Cancel Warning Letter

PRIMA WAVE - Online Account Access

The PRIMA WAVE site provides prepaid contract holders with 24x7 access to their account information via the Internet, with the ability to update address information and, for mature contracts, the ability to submit intent-to-enroll notifications. The site is accessed via the 'Online Access' link on the program's website (www.collegesavingsmississippi.com). Clicking this link will bring customer to the login page displayed below.

College Savings
MISSISSIPPI

Contact Us Logout

Welcome to MPACT Online Account Access

Account Number:

PIN: Your PIN is case sensitive

[I forgot my login information](#)
[I am a new user and need to register](#)

Please use the buttons at the top of each page to navigate through this site. Information may not correctly display when you use the browser's 'back' and 'forward' navigation buttons.

To use this site it is recommended that you use Internet Explorer version 5.5 and higher or Netscape version 4.05 and higher. You must allow the use of cookies, and be able to access SSL encrypted pages.

[Click here to upgrade Internet Explorer](#)
[Click here to upgrade Netscape](#)

[Use Agreement & Disclaimer | Security](#)
Copyright ©2003 Intuition Solutions, Inc.

Existing Customer Login

Customers with existing logins will simply enter any of their valid account numbers and their pre-established PIN to log in to the site.

If a customer forgets his/her PIN, they may request that it be automatically reset by selecting the 'I forgot my login information' link and by correctly answering the hint response question they set up upon their initial login. If the information is entered correctly, an e-mail with a new, temporary PIN will be sent to the e-mail address on file.

If a customer attempts to login four times in succession with an invalid PIN, the following message will be displayed.

Login Registration for New Users

Contract holders who have not set up their login information are required to click the 'I am a new user and need to register' link to begin the registration process.

The screenshot shows a web browser window with the title "Login for New Users | Mississippi | InTuition Solutions, Inc.". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The main content area features the "College Savings MISSISSIPPI" logo. To the right of the logo are links for "Contact Us" and "Logout". Below the logo is the heading "New User Set Up". A paragraph of instructions reads: "Type your account number and Social Security Number. If you have more than one account, you may use any of those account numbers. Once you have completed this information, click the 'continue' button below." There are two input fields: "Account Number:" with the value "1970000000" and the label "Type your 10-digit account number"; and "Social Security Number:" with the value "00000000" and the label "Type your Social Security Number with no hyphens (123456789)". At the bottom of the form are two buttons: "Continue" and "Clear this page". In the bottom right corner, there is a link for "Use Agreement & Disclaimer | Security" and a copyright notice: "Copyright ©2003 InTuition Solutions, Inc."

The contract holder is required to provide a valid account number and their SSN to verify their identity. This information must match the PRIMA database in order for registration to continue; otherwise, an error will be returned.

Once this information is verified, the customer will be presented with a page to enter his/her initial login information, as pictured on the next page.

Disclosure and Electronic Signature Acknowledgement

File Edit View Favorites Tools Help

CollegeSavings

MISSISSIPPI

Contact Us Logout

Our records indicate this is the first time you have logged in. Please read the following, including the Use Agreement and Disclaimer, indicate your agreement to the terms listed and click "Continue".

Disclosure
 By checking the box and clicking "Continue" below, I certify, under penalties of perjury, that I am agreeing to the terms and conditions set forth below and in the Use Agreement & Disclaimer and the Security Terms of this site. I understand and agree that the Disclosure governs and controls all aspects of my use of this website, and is incorporated herein by reference.

Acknowledgement of Electronic Signature
 The information used to establish this account (my SSN and PIN) constitute my electronic signature. I acknowledge that an electronic signature is just as binding legally as a conventional handwritten signature. When I select "Continue" below, I am transmitting to the Program my consent to use my log-in data as my electronic signature for all information requests and transactions submitted through this website.

I have read and agree to the terms in the above statements

When all necessary login information has been provided, the customer must check the checkbox to confirm that they agree to the terms of use for the site. Registration cannot be completed until the box is checked and the customer clicks the 'continue' box.

At this point, an e-mail is sent to the e-mail address provided, confirming the completion of the login. The text of the e-mail is shown below.

Welcome to MPACT Online Account Access!

This e-mail is to confirm that your account has been set up for Internet access. Your login ID will be your MPACT account number. If you have multiple accounts, you may use any of your account numbers as your login ID.

Please make sure you remember the PIN that you assigned, as this will be required for subsequent access.

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact 1-800-987-4450, option 2, and delete the material from all computers.

This is an automated message; please do not reply.

College Savings

MISSISSIPPI

[Account Selection](#) [Account Information](#) [Financial Information](#) [Benefit Information](#) [Maintain Profile](#) [Contact Us](#) [Logout](#)

Account Information

Account Number:	2030173711
Beneficiary Name:	Jeffery L. Pruitt
Account Status:	Active
Product Type:	Senior College Plan 4 Yrs
Payment Schedule:	Lump-Sum
Projected College Entrance Year:	2006

Purchaser Information

Name:	Branda K. Pruitt	Change of Purchaser Form
SSN:	005-01-0001	
Address:	1725 4th Street Apt 12 Anytown, MS 39507	Update Your Address
Home Phone:	307-889-3777	
Work Phone:	No phone number on file	
E-Mail Address:	stephen.home@intuitioncorp.com	Update your e-mail address

Beneficiary Information

Name:	Jeffery L. Pruitt	Change of Beneficiary Form
SSN:	400-01-0001	
Birth Date:	06/24/1988	
Address:	1725 4th Street Anytown, MS 39507	Update Beneficiary Address
Home Phone:	307-889-3777	
Work Phone:	No phone number on file	

[Use Agreement & Disclaimer](#) | [Security](#)
Copyright ©2005 Intuition Solutions, Inc.

Once selected, the Account Information page displays summary information regarding the contract, the purchaser and the beneficiary. For purchasers and beneficiaries that do not have a valid address on file, a message indicating an address is needed appears in red in lieu of the purchaser's and beneficiary's address. Again, links at the right will navigate to the profile page for updates of the purchaser's mailing address, the e-mail address, and the beneficiary's mailing address.

The 'Change of Purchaser' and 'Change of Beneficiary' form links provide access to the necessary forms for making these changes to contract information. For example, the 'Change of Purchaser Form' launches a new window, as shown below, with a PDF form that can be printed and mailed for address corrections.

	benefits usage is also accessible here.
Maintain Profile	Allows the user to change their PIN, e-mail address, purchaser mailing address, and beneficiary mailing address.
Maintain Profile	Allows the user to change their PIN or e-mail address.
Contact Us	Displays the address, phone number, fax number, and e-mail address for contacting the program directly.
Log Out	Ends the current session and returns to the main login page.

Financial Information Page

The financial information page is displayed by selecting the appropriate option in the navigation bar at the top of the page. The page will display a summary of information for the currently selected contract. It includes information regarding the next scheduled payment due and contract totals.

College Savings
MISSISSIPPI

Account Selection Account Information **Financial Information** Benefits Information Maintain Profile Contact Us Logout

Financial Information

Account Number: 2030170055
Beneficiary Name: Theresa L. Pruitt
Account Status: Active

Next Scheduled Payment Due:
Scheduled Payment Amount: \$191.00
Scheduled Due Date: 07/01/2004 [Automatic Payment Form](#)

Amount Past Due:
Total Contract Payments Due: \$2,865.00
Outstanding Fees: \$0.00
Total Amount Past Due: \$2,865.00 as of 07/19/05

Summary Information:
Contract Purchase Price: \$16,450.00
Down Payment Amount: \$5,000.00
Scheduled Payment Amount: \$191.00
First Payment Due Date: 02/01/2004

Last Payment Received: 01/01/2001 [View the last 5 payments received](#)

*Total Applied to Balance: \$5,955.00
Contract Balance Remaining: \$10,505.00

**Total Applied to Balance* does not include any amounts applied towards fees.

College Savings

MISSISSIPPI

[Account Selection](#)

[Account Information](#)

[Financial Information](#)

[Benefit Information](#)

[Maintain Profile](#)

[Contact Us](#)

[Logout](#)

Financial Information

Account Number: 1970000231
Beneficiary Name: Celia J. Bradford
Account Status: Active

Next Scheduled Payment Due:

Scheduled Payment Amount: \$194.00
Scheduled Due Date: No contract payment due

Summary Information:

Contract Purchase Price: \$11,640.00
Scheduled Payment Amount: \$194.00
First Payment Due Date: 07/01/1997

Last Payment Received: 12/23/1998

[View the last 5 payments received](#)

*Total Applied to Balance: \$10,185.75
Early Payoff Discount: \$1,454.25
Contract Balance Remaining: \$0.00

Total Applied to Balance does not include any amounts applied towards fees.

If an account is paid-in-full and a portion of the balance was 'written off' due to a payoff, the amount of the write-off is shown as an 'early payoff discount' as depicted above. This is consistent with the information being reported on the annual statement.

Next Scheduled Payment Due:

Scheduled Payment Amount: \$74.00
Scheduled Due Date: 07/01/2004 [Automatic Payment Form](#)

Early Payoff:

Payoff Requested: 09/15/2005
*Payoff Amount: \$3,973.90
Payoff Amount Valid Through: 10/07/2005

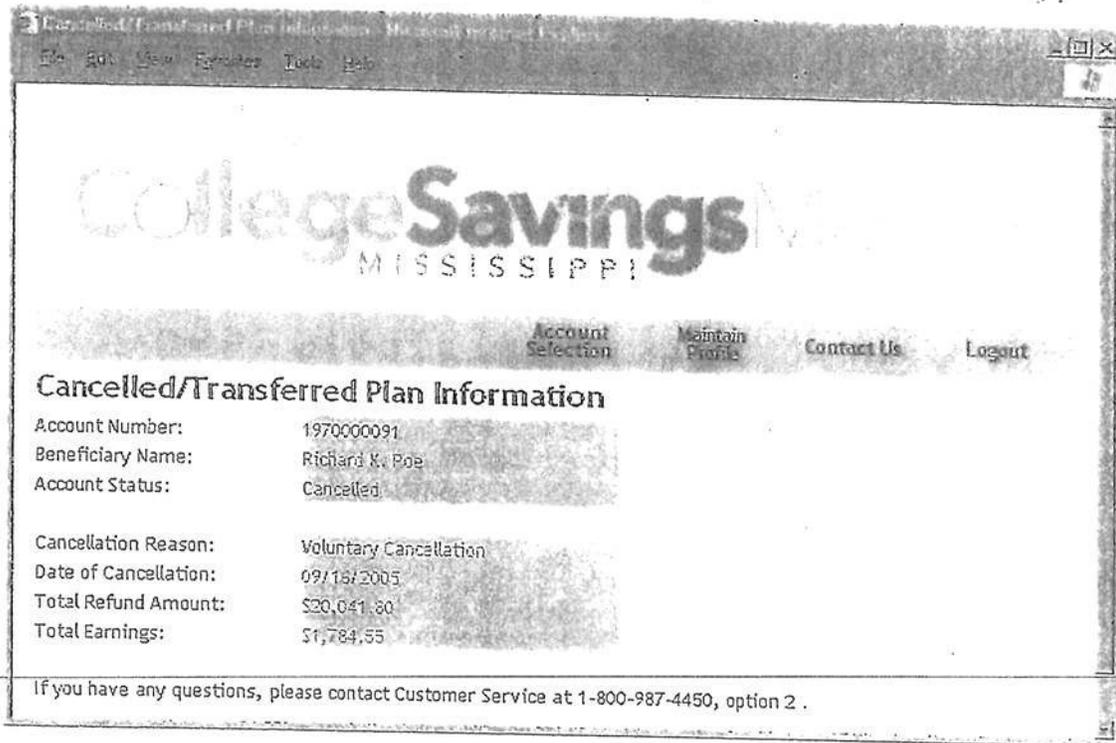
*If you've locked in a payoff in the past 21 days, the payoff may be reflected in your Amount Past Due.

Amount Past Due:

Total Contract Payments Due: \$1,110.00
Outstanding Fees: \$0.00
Total Amount Past Due: \$1,110.00 as of 09/15/05

The example above reflects an active plan with a locked-in payoff amount. In this case, the payoff amount reflects in the Early Payoff section - including date requested, payoff amount, and the date through which the request is valid - and, in some cases, in the Amount Past Due section. Once the payoff 'valid through' date has expired, the payoff amount is no longer displayed.

Cancelled/Transferred Information



Account Number:	197000091
Beneficiary Name:	Richard K. Poe
Account Status:	Cancelled
Cancellation Reason:	Voluntary Cancellation
Date of Cancellation:	09/15/2005
Total Refund Amount:	\$20,041.80
Total Earnings:	\$1,784.55

If you have any questions, please contact Customer Service at 1-800-987-4450, option 2.

For cancelled or transferred contracts, the Cancelled/Transferred Plan information displays in lieu of the Account Information page. Limited information is displayed, including the cancellation date, the refund amount, and the total earnings applied to the contract.

- o a summary of benefits purchased, used, and available on the contract. These are shown in semester units and in their quarter equivalents. The applicable units are displayed (community college, university, or both, as well as 'fee terms') based on the type of contract.

Additional information is displayed on this page for contracts that are nearing their projected college entrance date and/or have begun using benefits. This information is shown and described below.

Benefits Information

Account Number: [REDACTED]
 Beneficiary Name: Bob L. Wilberforce
 Product Type: Senior College Plan 4 Yrs

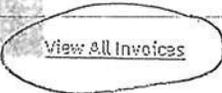


[Click here](#) for information on completing your Free Application for Federal Student Aid (FAFSA).

Important. Your account has eligibility errors that may prevent your beneficiary from receiving benefit payments. [Please click here](#) for information on resolving these errors.

Last Benefits Distribution Processed

School: Alcorn State University
 Term/Year: FALL / 2005
 Fees Paid: Yes
 Total Amount Paid: \$1,959.69
 Date Processed: 10/27/2005



Available Benefits

Tuition Units	University Semester	University Quarter
Hours Purchased:	128.000	192.000
Hours Used:	17.000	25.500
Hours Available:	111.000	166.500

Fee Terms	Semester	Quarter
Terms Purchased:	8.000	12.000
Terms Used:	1.000	1.500
Terms Available:	7.000	10.500

Due to mathematical rounding in the conversion between semester and quarter hours, the total "Hours Used" and "Hours Available" may not appear to equal "Hours Purchased."

Weighted Average Tuition Rates

If the student attends a private or out-of-state school, the amount paid to the school is based on the current mean-weighted average tuition and mandatory fees at Mississippi public institutions (depending on the type of prepaid tuition plan). The student will be responsible for any remaining tuition and fee costs. Current payment amounts are:

Product Type	2006-2007 (effective 08/01/2006)	
	Semester Rate	Quarter Rate
University	\$138.89 per hour	\$92.59 per hour

- o A button with a link to allow submission of intent-to-enroll information is shown for contracts that have reached their maturity year
- o For contracts that have outstanding eligibility errors and reached their maturity date (have a 'mature' usage status in PRIMA), a message indicating that these errors exist is displayed along with a link to a page with details of the errors.

Eligibility Errors

For those mature contracts with outstanding eligibility errors, clicking the error link on the Benefits Information page will display a detailed list of all errors along with information on how they may be resolved. The example below includes all possible errors.

CollegeSavings

MISSISSIPPI

[Account Selection](#) [Account Information](#) [Financial Information](#) [Benefits Information](#) [Maintain Profile](#) [Contact Us](#) [Logout](#)

Your Account Is Not Eligible To Use Benefits

Account Number: 1970000083
Beneficiary Name: Melinda K. Byers

The beneficiary is currently not eligible to receive tuition payments from MPACT because of the following condition (s):

- **This account is in a usage hold status.**
MPACT benefits cannot be used until after the expiration of the requested hold period, or the hold status has been deleted. A usage hold status may be deleted on an account at any time upon receipt of a written, signed request form from the purchaser. Written requests may be mailed to MPACT, PO Box 120, Jackson, MS 39205-0120 or faxed to 1-800-519-4652. To verify the expiration date of the current usage hold status, please contact a customer service representative at 1-800-987-4450, option 2.
- **We do not have a valid social security number on file for the beneficiary.**
Please submit the SSN for the beneficiary in writing, signed by the purchaser to MPACT, PO Box 120, Jackson, MS 39205-0120 or fax this information to 1-800-519-4652.
- **Our records indicate that the account has outstanding fees.**
MPACT benefits cannot be used until payment for all outstanding fees has been received. You can verify your outstanding fee payments by selecting [Financial Information](#) above. All fees due should be paid to MPACT, PO Box 1199, Jackson, MS 39215-1199.
- **The account is not paid in full.**
Your final payment is scheduled to occur after September 1 of your projected college entrance year. MPACT benefits cannot be used until all contract payments have been received. If you are currently making monthly payments, you may continue with payments or pay off the account early. To request an early payoff amount for the contract, please call 1-800-987-4450, option 2. You can verify your outstanding contract balance by selecting [Financial Information](#) above. All payments should be directed to MPACT, PO Box 1199, Jackson, MS 39215-1199, with the account number noted.

[Return to Benefits Page](#)

College Savings MISSISSIPPI

[Account Selection](#) [Account Information](#) [Financial Information](#) [Benefits Information](#) [Maintain Profile](#) [Contact Us](#) [Logout](#)

Benefits Information

Account Number: 1970000083
Beneficiary Name: Melinda K. Byers
Product Type: 2 Junior+2 Senior College



If the contract has outstanding eligibility errors that would prevent them from using their benefits, they cannot complete the intent-to-enroll notification process. Instead, they will be directed to the Eligibility Errors page (see above).

Contracts with no errors are presented with the page below to begin the notification process.

College Savings MISSISSIPPI

[Account Selection](#) [Account Information](#) [Financial Information](#) [Benefits Information](#) [Maintain Profile](#) [Contact Us](#) [Logout](#)

Intent to Enroll Notification

Account Number: 1970000081
Beneficiary Name: Daniel K. Byers

Please select the state in which the beneficiary is planning on attending college, then click "Next" to begin the notification process. Completion of this section is only required if the beneficiary is attending a private or out-of-state school

[← Back](#) [Next →](#)

[Use Agreement & Disclaimer](#) | [Security](#)
Copyright ©2005 InTuition Solutions, Inc.

The purchaser will select the state where the student will be attending school and clicks "Next" to continue. The next page will provide a list of schools that are currently set up in PRIMA for benefit usage for that state. These can be selected from an alphabetized drop-down menu.

private or out-of-state institution. The purchaser is encouraged to print this information and keep it for their records.

College Savings

MISSISSIPPI

[Account Selection](#)

[Account Information](#)

[Financial Information](#)

[Benefits Information](#)

[Maintain Profile](#)

[Contact Us](#)

[Logout](#)

Intent to Enroll Confirmation

Account Number: 1970000091
Beneficiary Name: Daniel K. Evers
SSN: 234-33-4444
Address: 735 Belton Rd.
Jackson, MS 39200-8446
School Selected: Saddleback College (Mission Viejo)
State Selected: CA
Beneficiary E-Mail Address: testemail@testemail.net

[Update Beneficiary Address](#)

Thank you for notifying MPACT of the beneficiary's intent to enroll at a private or out-of-state school! This serves as authorization from you to pay MPACT contract benefits directly to the post-secondary institution listed above on behalf of the beneficiary.

Notification of the beneficiary's intent to use MPACT benefits, along with general instructions on the MPACT billing process, will be sent to the institution designated. The beneficiary will also need to separately notify the school's billing office to invoice MPACT for tuition and mandatory fees. Some schools may require the student to notify them only once, while others may require notification each semester MPACT benefits are intended to be used. Each school has their own process, so the beneficiary should check with the school's billing office for specific information.

The amount paid to private and out-of-state schools will be in an amount equal to the weighted average tuition and mandatory fee payment at Mississippi's public colleges and universities. For a University plan, payment will be in an amount equal to the mean-weighted average tuition and mandatory fees at Mississippi public universities; for a Community College plan, payment will be in an amount equal to the mean-weighted average tuition and mandatory fees at Mississippi community colleges. The student will be responsible for any remaining tuition and fees costs.

Payout rates for the 2006-07 academic year will not be available until late summer, after the schools finalize their tuition charges for the new academic year. These rates will be mailed directly to the school listed above once they become available. You do not need to request MPACT send these rates, as they will be automatically forwarded. If the beneficiary intends to use benefits prior to the upcoming fall term, please contact customer service at 1-800-987-4450, option 2.

A \$25 processing fee will be deducted from benefit payments for each transfer the beneficiary makes to a private or out-of-state school. If the amount charged for tuition and mandatory fees is less than the weighted average tuition and fee rates, only the amount of actual charges will be paid and the remaining benefits will stay in the prepaid tuition account for future use.

If you have any questions, please call a customer service representative at 1-800-987-4450, option 2. Best wishes in this important phase!

Please print this page for your records.

[Return to Benefits Page](#)

[Use Agreement & Disclaimer / Security](#)
Copyright ©2005 InTuition Solutions, Inc.

Provide Information for a School Not Listed

Account Number: 1970046278

Beneficiary Name: Kristi L. Weston

School Information: Mississippi Private University
23 University Boulevard
Jackson, MS 39200
6012324555

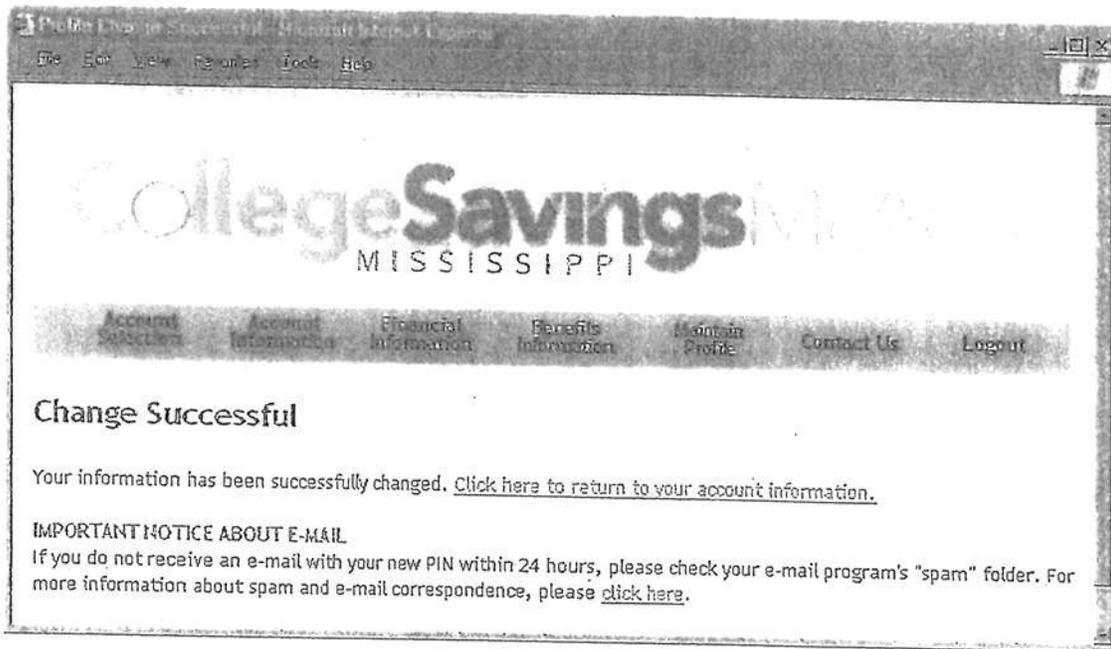
Beneficiary E-Mail Address: klwester@email.net

Thank you for submitting the above school information. Upon verification of the school's eligibility to receive payment from MPACT, confirmation will be sent to the beneficiary listed on the account.

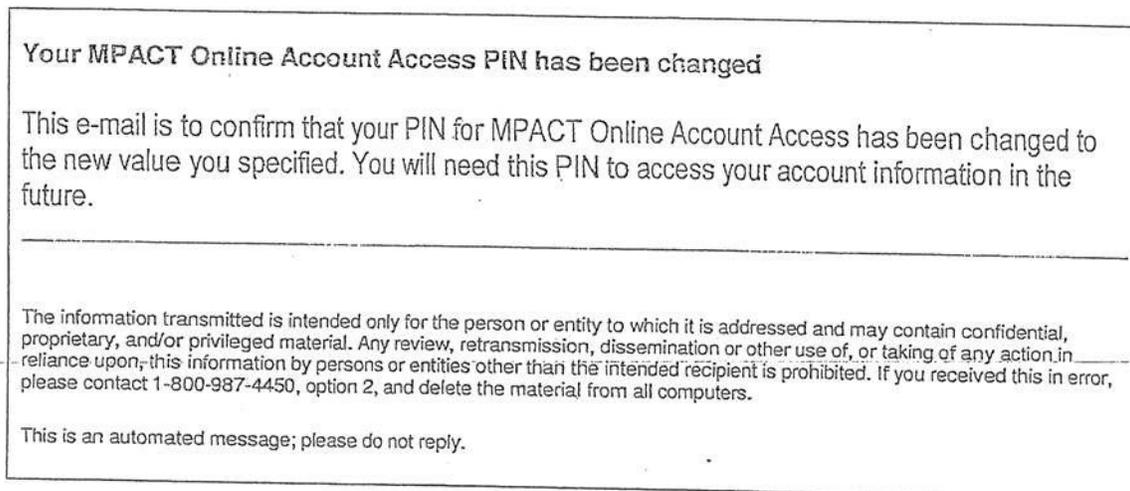
[Return to Benefits Page](#)

[Use Agreement & Disclaimer | Security](#)
Copyright ©2005 InTuition Solutions, Inc.

Information provided here is stored and then reported to InTuition staff, who will take the necessary steps to determine if it is an eligible school. If eligible, then the school will be added to the school database and the school will be recorded on the account that submitted the request; an Intent-to-Enroll Confirmation letter will be sent to the beneficiary and an Intent to Enroll 3rd Party Notification letter to the school. If the school is not eligible, the purchaser and/or beneficiary will be sent an "ineligible institution" letter.



Note that when a PIN is changed, a confirmation e-mail is sent to the e-mail address currently on file. This e-mail does NOT include the new PIN, it merely indicates that the PIN was changed and serves as a security confirmation. The text of the e-mail is shown below.



Change E-mail tab

Clicking on the 'Change E-mail' tab will display the page below. Here, the contract owner may update their e-mail address by first typing the current PIN, and then entering and confirming their e-mail address.

Change Purchaser Address Tab

Contract owners may update their mailing address online using the 'Change Purchaser Address' tab. When this option is selected, a page similar to the following will be displayed.

CollegeSavings

MISSISSIPPI

[Account Selection](#) [Account Information](#) [Financial Information](#) [Benefit Information](#) [Maintain Profile](#) [Contact Us](#) [Logout](#)

[Change Purchaser Address](#)

Maintain Your Profile

You may change your personal information here. To change any information, you will need to retype your current PIN for security reasons.

Account Number: 197000042
Purchaser Name: Dr. Don C. Jones, Jr.
Beneficiary Name: Albert E. Jones
Current PIN:

Purchaser Current
Address: 42 Elm Street
Bowlington, MS 39283-0293
Home Phone: 601-856-0352

Purchaser New
If you are changing to an address outside of the United States, please print and submit a [Change of Address Form](#)
Address:

City State Zip -
Home Phone:
Work Phone: Ext.

[Change My Information](#) [Clear the form](#)

Here, the purchaser may enter a new address, home phone number, and work phone number in the 'Purchaser New' fields after first entering their current PIN. When the 'Change My Information' button is clicked, and no errors are found, a confirmation page will be displayed before the update is performed. Note that the home phone number field is required, though the work phone number is optional.

CollegeSavings

MISSISSIPPI

[Account Selection](#) [Account Information](#) [Financial Information](#) [Benefits Information](#) [Maintain Profile](#) [Contact Us](#) [Logout](#)

Change Successful

Your information has been successfully changed. [Click here to return to your account information.](#)

Change Beneficiary Address Tab

The 'Change Beneficiary Address' tab of the Maintain Profile Page allows the beneficiary's address to be updated, along with the home phone number.

CollegeSavings

MISSISSIPPI

[Account Selection](#) [Account Information](#) [Financial Information](#) [Benefits Information](#) [Maintain Profile](#) [Contact Us](#) [Logout](#)

[Home](#) [Change Equity](#) [Change Current Address](#) [Change Beneficiary Address](#)

Maintain Your Profile

You may change your personal information here. To change any information, you will need to retype your current PIN for security reasons.

Account Number: 197000042
Purchaser Name: Dr. Don C. Jones, Jr.
Beneficiary Name: Albert G. Jones
Current PIN:

Beneficiary Current Address: 42 Elm Street
Bowlington, MS 38283-0293
Home Phone: 601 856-0352

Beneficiary New If you are changing to an address outside of the United States, please print and submit a Change of Address Form

Address:

City State Zip -
Home Phone:

CollegeSavings MISSISSIPPI

Account
Statement

Account
Information

Financial
Information

Benefits
Information

Member
Profile

Contact Us

Logout

Change Successful

Your information has been successfully changed. [Click here to return to your account information.](#)

Requesting a New PIN

When a contract holder misplaces or forgets their PIN, the 'I forgot my login information' link on the initial login screen will allow them to request a new PIN be e-mailed to them. To do this, they must first specify one of their account numbers on the page below.

The screenshot shows a web browser window with the CollegeSavings MISSISSIPPI logo at the top. Below the logo is a navigation bar with links for 'Contact Us' and 'Logout'. The main heading is 'Request a New PIN'. The text below reads: 'For verification, please enter your Account ID and click "submit". You will then need to provide the response to the PIN hint you entered during your initial login.' Below this is another line of text: 'If the information you enter is correct, a new PIN will be assigned to your login name. Your new PIN will be emailed to the address on file.' There is a text input field labeled 'Account Number:'. At the bottom, there is a 'Submit' button and a link that says 'Return to Login page'.

When a valid account number is provided, on pressing the 'Submit' button, the original 'hint question' provided with the initial registration is retrieved and displayed for the customer. The correct answer, exactly as it was originally provided, must be entered to complete the PIN reset request.

The hint response provided is incorrect and your login has been disabled. For security reasons, you will not be able to access your account until you re-enable your login. Please submit a written request signed by the account owner to re-enable your login; you may submit this by mail to:

College Illinois!
P.O. Box 19292
Springfield, IL 62794-9292

You may also fax this request to 1-800-519-4652.

Note the purchaser may make as many attempts to enter their correct hint response even after receipt of the above message. There is no maximum number of unsuccessful attempts established for this feature. All purchasers PIN activity (ie. reset requests, email confirmations of PIN reset, etc.) are now recorded in audit history.

Contact Information Page

The screenshot shows a web browser window displaying the 'College Savings MISSISSIPPI' website. The navigation bar includes links for Account Selection, Account Information, Financial Information, Benefits Information, Maintain Profile, Contact Us, and Logout. The 'Contact Us' page content includes:

Contact Us

Customer Service: 1-800-987-4450, option 2
Fax Number: 1-800-519-4652

Correspondence Address:
MPACT
P.O. Box 120
Jackson, MS 39205-0120

Payment Address:
P.O. Box 1199
Jackson, MS 39215-1199

[Use Agreement & Disclaimer](#) | [Security](#)
Copyright ©2003 InTuition Solutions, Inc.

The Contact Us link from the navigation bar displays the page above.