

Med Enrollment Policies

Effective 11/2/2020

POLICY	RULES
Payment Options	• Paid in Full (PIF) = Entitled to resources • Installment Billing (IB) = Entitled to resources ◦ Installment Billing (IB) allows students to make payments in up to 3 installments and allows them to have access to their materials upon class start. ◦ Eligible on On Demand, Live Online and In Center enrollments ◦ Payments must be scheduled in salesforce with a Credit Card . ◦ \$45 non-refundable registration fee. ◦ Payments must be in consecutive months. ◦ In Center students may elect for IB but F-1 students need to have their final payment scheduled 30 days before the start date of the program. ◦ See full policies around Installment Billing here • \$500 refundable Deposit = Not entitled to any resources ◦ Deposits may only be made on In Center with Live, or Live Online ◦ No deposits for On Demand, Qbank, Extensions, or Step 2 CS products. ◦ Multi-Step Program: A deposit of \$500 on each Step is required (total \$1,000 deposit). Both Step 1 and Step 2 must be purchased at the same time. • Affirm: Financing options available on select programs through Affirm. Approval, rates, schedule all handled through Affirm. Students can apply through our website. Not available for non-US Citizen students. See full details around Affirm here.
Start Dates	• On Demand and Qbank products must start within 6 months of enrollment. • In Center and Live Online products must start within 12 months of enrollment. • It is illegal for us to hold tuition for longer than 12 months without providing any service to a student. Any changes requested for moving the start date further than 12 months from the original PURCHASE DATE must be dropped, refunded, and re-enrolled at current retail pricing. • In Center students need to pick from a list of available start dates. Start dates occur once per month, typically the first or second Tuesday of the month See Here • Start Dates can be changed provided they are within above time frames. • If students fall outside of the above policies they will need to drop and re-enroll when ready. Students would forfeit any initial discounts and need to enroll at current pricing. • Multistep: Step 2 program must start no more than 12 months following Step 1 start date. Should a student need to delay their Step 2 start date beyond 12 months after Step 1 start date, Step 2 must be dropped and refunded and student forfeits discount • New programs can only be purchased once current courses are PIF or on IB except in the case of Multi-Step.
Fees	• Shipping costs: Standard US: \$25, Expedited US \$50 (2nd day), Canada and Puerto Rico: \$50, All Others: \$85 • Books are shipped once students are PIF or on IB unless the students' start date is AFTER the next release date. See Print Access Below • Med Application Fee: A non-refundable \$200 Application Fee is required at the time of enrollment for all students needing I-20 processing. • Installment Bill Fee: \$45

Access to Online Resources	● On Demand and Qbank: Students get access on selected start date for duration purchased. ● Live Online: Students get “Early Access” to On Demand resources as soon as they are PIF or IB. Students then get 7 months of full program access from the start date of their classes. ● In Center: Students get “Early Access” to On Demand resources as soon as they are PIF or IB. Students then get full program access for the duration of time purchased as part of their course.
F-1 Student Required Attendance	● In Center students must engage in academic activities on site for a minimum of 22 hours per week for the entire duration of their program. ● In Center students must participate in 1 hour Weekly Advancement Workshops and 2 hours of Critical Thinking Sessions per week (total 3 hrs per week) ● Live Prep students (lectures) are required to attend all live lecture sessions. ● See “Certificate of Completion” article to learn more about requirements for eligibility
Freeze Policy	● Kaplan Medical students do not have the ability to freeze studies and return at a later date. Any extenuating circumstances that resulted in a loss of study time can be considered for an out-of-policy extension exception.
Ongoing Discounts	Alumni Discount: <i>Alumni10</i> ● 10% discount for any former Kaplan student ● Not eligible for extensions ● Enrollment Consultant should confirm the prior enrollment in Salesforce. If a student took a course within a different Kaplan division (ie - Manhattan Prep) any proof of course enrollment the student can provide can be used. Active Student Discount: <i>Active20</i> ● 20% discount on future <u>comprehensive</u> purchases booked while the student is actively in a current <u>comprehensive</u> program (On Demand, Live Online, In Center) <i>Not eligible for extensions and Step2 CS programs.</i> ● Students can utilize this discount any time during the duration of their enrollment before their expiration date. Multi-Step Discount - <i>Multi50</i> ● Full Retail Price for Step 1 and a 50% discount on Step 2 CK. ● Eligible with In Center or Live Online packages ● Step 2 program must start no more than 12 months following Step 1 start date. ● Both courses must be booked at the same time. Comprehensive <u>Repeat</u> Discounts: ● OnDemand25: 25% discount for On Demand students who wish to repeat an On Demand Program or take a Live Online course within the same step. ● LOLRepeat50: 50% discount for Live Online students to repeat a Live Online or On Demand course within the same step. ● Must be within 12 months of the expiration date of the original course.
Refund Policy	● Kaplan Medical Refund Policy (student facing link)
Print Access	USMLE Lecture Notes Release Dates: Step 1 is released Dec/Jan Step 2 CK is released Aug/Sept Step 3 is released March (every other year – next release is 2021)

	- Books ship as soon as a student is PIF or IB unless the start date is after the next revision. - In Center and Live Online products use Course Start Date to determine shipment. - On-Demand products use Purchase Start Date. - If students enroll early and their start date is AFTER the next revision, the books will not ship until the new edition is finalized. Students can access current eBooks immediately in that period.
eBook Access	Students are able to download the most up-to-date version of ebooks throughout their enrollment via their Student Homepage.
Extensions	- Extensions for online products are allowed up to 14 days from the expiration of course. - When enrolling through the shopping cart, use appropriate extension codes. - A 2-week courtesy extension is available for students when needed. In Center with Live course is not eligible for courtesy extension. - Any request for an extension for an <u>In Center</u> enrollment should be escalated to the NY.DSO@Kaplan.com
Student Support	<u>Institutional:</u> (Only for students enrolled in a program through their school) - MedService@kaplan.com <u>Retail Students:</u> New York In Center Program Service or Sales Inquiry: Newyork.kaplanmedical@kaplan.com Live Online Programs Service: MedicalAdvising@kaplan.com Sales/Cancellation Inquiry: MedSales@kaplan.com Qbank and On Demand Students: Service: Customer.Care@kaplan.com / https://www.kaptest.com/contact-us Sales/Cancellation Inquiry: MedSales@kaplan.com