



State of North Carolina

Office of the Commissioner of Banks

Pat McCrory
Governor

Ray Grace
Commissioner of Banks

CONSUMER ALERT: Nationwide Biweekly Administration, Inc. of Xenia, Ohio, also d/b/a Loan Payment Administration

Accounts Deactivated - Borrowers Must Make Payments Directly To Their Lender Beginning December 2, 2015

The North Carolina Office of Commissioner of Banks ("NCCOB") has received notice from its licensee, Nationwide Biweekly Administration, Inc. ("NBA"), 855 Lower Bellbrook Rd., Xenia, OH, that it has deactivated the biweekly payment program due to its loss of bank relationships. In some locations, NBA also does business as Loan Payment Administration.

Affected consumers should have received notice of deactivation in late November 2015, via e-mail or U.S. Mail. Consumers whose address has changed should update NBA immediately in order to continue receiving important information.

Deactivated Services

NBA has notified NCCOB that it will be unable to process payments on behalf of North Carolina consumers effective December 2, 2015, because it no longer has bank relationships needed to process those payments. NBA used its bank relationships to withdraw funds from consumer checking accounts, to hold those funds in trust, and then to pay the consumers' lenders.

This deactivation affects approximately 2,200 consumers in North Carolina. Debits from the affected consumers' bank accounts were suspended on or about November 20, 2015. Consumers should monitor their bank account for the last debit and for potential return of any remaining funds held by NBA that will not be remitted to their lenders.

Affected Loan Payments

BEGINNING ON **DECEMBER 2, 2015**, CONSUMERS ARE RESPONSIBLE FOR MAKING THEIR MONTHLY PAYMENTS TO ANY CREDITORS FORMERLY PAID THROUGH NBA.

All consumers should check their monthly loan statements for information about who to pay, how much to pay, where to pay, and how to pay.

Contact Information for NBA

NBA has set up a dedicated email address for consumers affected by this situation: customercareTD@nbabiweekly.com. NBA has also set up an automated telephone system for updates at 1-855-418-0222.

Additionally, consumers may contact NBA at their customer service number at: 1-800-564-5693 (Monday – Friday, 9:00 am – 6:00 pm EST).

For more information about this Consumer Alert, please contact Stephanie Ryals at 919-733-3016.

This notice is not intended as legal advice. NCCOB cannot provide legal representation to individual consumers.