



Tuition Assistance Program (TAP) COVID-19 FAQ

April 2020



Below is information to help you understand the impact of COVID-19 on your Tuition Assistance Program (TAP) benefit. This document pertains to courses with an end date on 3/1/2020 or later up to 7/31/2020. If you feel you have a COVID-19 need for a course that ended before 3/1/2020, please send an email to Vz.tuition.assistance.program@one.verizon.com.

The waiver addressed below will only be granted one time. So please consider carefully any decisions made to continue with your education during this uncertain time as we will not be able to offer another waiver due to COVID-19 for new courses that you sign up for. If you have multiple in progress or completed courses that you need to request a waiver for, you will need to submit each course separately and we will treat as one total waiver.

If you are looking for more general information on COVID-19, please use the Verizon COVID-19 resource page at <https://vzweb.verizon.com/coronavirus-resource-page>.

IMPORTANT NOTE: Because the COVID-19 situation is dynamic, this FAQ and the conditions herein may be changed, altered, extended, amended, or cancelled.

PREPAY TUITION ASSISTANCE PROGRAM USERS

1. Question:

I have been diagnosed with COVID-19 and need to drop my course, as I will be unable to complete my coursework. If I fail the course or decide to drop/withdraw now with or without penalties, will I have to repay the program?

Answer:

No, you will not be required to repay the program for the courses impacted if you go out on an approved COVID-19 Leave. You will need to immediately alert your HR Business Partner of your diagnosis (if you have not done so already), along with following all of the steps outlined on the COVID-19 resource page at <https://vzweb.verizon.com/coronavirus-resource-page>. Once these steps are completed, please contact your school to see what options you have, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#).



2. Question:

I have been diagnosed with COVID-19 and am out on an approved COVID-19 leave during my course, however, I can keep up with my coursework online and expect to pass the course on time. Will I be required to repay the program, since I am out on a leave during a course?

Answer:

No, you will not be required to repay if you are out on an approved COVID-19 leave. You do not need to complete the COVID-19 TAP Waiver request form, however, if your circumstances change, and you fail or need to drop/withdraw with or without penalties, you first need to contact your school to verify their contingency plans. If your school is unable to work with you on an alternative option and you have to drop your course or will not be able to complete your course, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#).

3. Question:

I have been quarantined at home due to COVID-19, and I am unable to attend my on-campus classes at my school. What should I do and will I have to repay the program if I fail the course or decide to drop/withdraw with or without penalties?

Answer:

No, you will not be required to repay if you need to drop a course or fail due to COVID-19 related reasons if it substantially affects your course work. You will need to immediately alert your HR Business Partner of your diagnosis (if you have not done so already), along with following all of the steps outlined on the COVID-19 resource page at <https://vzweb.verizon.com/coronavirus-resource-page>. Many schools have moved from onsite/campus programs to an online format. Please contact your school to verify their contingency plans. If your school is unable to work with you on an alternative option and you have to drop your course or will not be able to complete your course successfully, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#).

4. Question:

I take only in-classroom courses, as I learn better in that format. My school is moving to online-only classes, and I am concerned that I will now fail or do poorly. If I fail the course or decide to drop/withdraw with or without penalties, will I have to repay the program?

Answer:

No, you will not be required to repay if you need to drop a course or fail due to COVID-19 related reasons if it substantially affects your course work. Please first contact your school to see what options you have, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option and you have to drop your course or will not be able to complete your course successfully, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#).



5. Question:

My school has moved all of my coursework to an online platform, but I do not have access to the internet at home. I will be unable to complete my coursework successfully. If I fail the course or decide to drop/withdraw with or without penalties, will I have to repay the program?

Answer:

No, you will not be required to repay if you need to drop a course or fail due to COVID-19 related reasons if it substantially affects your course work. Please first contact your school to see what options you have, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option and you have to drop your course or will not be able to complete your course successfully, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#).

6. Question:

Neither myself nor any of my family members have been diagnosed with COVID-19, but I am really stressed/scared about the overall COVID-19 situation, and I feel that I will not be able to successfully complete my course. If I fail the course or decide to drop/withdraw with or without penalties to focus on my family/work, will I have to repay the program?

Answer:

No, you will not be required to repay if you need to drop a course or fail due to COVID-19 related reasons if it substantially affects your course work. Please first contact your school to see what options you have, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option and you have to drop your course or will not be able to complete your course successfully, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#).

7. Question:

My school has completely closed down with no online courses available and they have not provided any guidance as to what that means for me. What should I do and will I have to repay the program?

Answer:

Please email the internal Verizon TAP Team at Vz.tuition.assistance.program@one.verizon.com for assistance. We will do everything we can to get some answers from your school for you, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option and you have to drop your course or will not be able to complete your course successfully, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#).



8. Question:

I am unable to print/scan my Letter of Credit to provide the required signature, can I use a digital signature instead?

Answer:

Due to the COVID-19 pandemic and the impact it is having on our workforce, we informed Bright Horizons that we are going to temporarily allow one of the following alternative signature methods to be accepted in lieu of wet signatures on Letters of Credit.

- Employee digitally signs the LOC and emails to their school from their Verizon work email address
- Employee digitally signs the LOC and emails to their school from their personal email address with a CC: to their Verizon work email address

REIMBURSEMENT TUITION ASSISTANCE PROGRAM USERS

1. Question:

I have been diagnosed with COVID-19 and need to drop my course, as I will be unable to complete my coursework successfully. If I fail the course or decide to drop/withdraw now with or without penalties, will I be able to seek reimbursement?

Answer:

You will need to immediately alert your HR Business Partner of your diagnosis (if you have not done so already), along with following all of the steps outlined on the COVID-19 resource page at <https://vzweb.verizon.com/coronavirus-resource-page>. Once these steps are completed, please contact your school to see what options you have, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#). A member of the TAP team will be in contact to discuss your particular situation and to determine if you will be eligible for reimbursement from TAP.



2. Question:

I have been diagnosed with COVID-19 and am out on an approved COVID-19 leave during my course, however, I can keep up with my coursework online and expect to pass successfully and on time. Will I be able to seek reimbursement since I am out on a leave during a course?

Answer:

Yes, you will be able to seek reimbursement once you have successfully passed the course per the program guidelines, even if you are out on an approved COVID-19 leave. You do not need to complete the COVID-19 TAP Waiver request form, however, if your circumstances change, and you fail or need to drop/withdraw with or without penalties, you first need to contact your school to verify their contingency plans. If your school is unable to work with you on an alternative option and you have to drop your course or will not be able to complete your course successfully, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#). A member of the TAP team will be in contact to discuss your particular situation and to determine if you will be eligible for reimbursement from TAP.

3. Question:

I have been quarantined at home due to COVID-19, and I am unable to attend my on-campus classes at my school. What should I do and will I be able to seek reimbursement?

Answer:

Many schools have moved from onsite/campus programs to an online format. Please contact your school to verify their contingency plans. If your school is unable to work with you on an alternative option, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#). A member of the TAP team will be in contact to discuss your particular situation and to determine if you will be eligible for reimbursement from TAP.

4. Question:

I take only in-classroom courses, as I learn better in that format. My school is moving to online-only classes, and I am concerned that I will now fail or do poorly. If I fail the course or decide to drop/withdraw with or without penalties, will I be able to seek reimbursement?

Answer:

Please contact your school to see what options you have, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#). A member of the TAP team will be in contact to discuss your particular situation and to determine if you will be eligible for reimbursement from TAP.



5. Question:

My school has moved all of my coursework to an online platform, but I do not have access to the internet at home. I will be unable to complete my coursework successfully. If I fail the course or decide to drop/withdraw with or without penalties, will I be to seek reimbursement?

Answer:

Please contact your school to see what options you have, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option, you will need to complete a [COVID-19 TAP One-Time Waiver request form](#). A member of the TAP team will be in contact to discuss your particular situation and to determine if you will be eligible for reimbursement from TAP.

6. Question:

Neither myself nor any of my family members have been diagnosed with COVID-19, but I am really stressed/scared about the overall COVID-19 situation, and I feel that I will not be able to successfully complete my course. If I fail the course or decide to drop/withdraw with or without penalties to focus on my family/work, will I be able to seek reimbursement

Answer:

Please contact your school to see what options you have, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option you will need to complete a [COVID-19 TAP One-Time Waiver request form](#). A member of the TAP team will be in contact to discuss your particular situation and to determine if you will be eligible for reimbursement from TAP.

7. Question:

My school has completely closed down with no online courses available and they have not provided any guidance as to what that means for me. What do I do?

Answer:

Please email the internal Verizon TAP Team at Vz.tuition.assistance.program@one.verizon.com for assistance. We will do everything we can to get some answers from your school for you.



GENERAL QUESTIONS

1. Question:

I am unable to access Verizon's network from home. How can I submit my application request?

Answer:

If you are familiar with logging in via the extranet process using SSO validation, you will be able to get to the TAP About You pages to access the tuition portal and submit your application as you normally would. If you are not familiar with how to log in using the extranet process, you can contact Bright Horizons directly at 1-844-477-7887 to request assistance with submitting your applications due to not having access and they will walk you through a special process we have in place for this scenario.

2. Question:

I am going out on a LOA or STD but it is not a COVID-19 leave. Will I have to repay if I am a prepayment TAP user or will I not be reimbursed if I am a reimbursement user?

Answer:

If your non-COVID-19 leave or short term disability has no related reason to the COVID-19 situation at all, then your current policy rules for going out on leave or short term disability during a course still stand. If your non-COVID-19 leave or short term disability are directly related to COVID-19 reasons, it does not meet the requirements of the COVID-19 leave, you need to first contact your school to see what options you have, as many schools have contingency plans in place due to COVID-19. If your school is unable to work with you on an alternative option, please email the internal Verizon TAP Team at Vz.tuition.assistance.program@one.verizon.com for assistance. A member of the TAP team will be in contact to discuss your particular situation.

3. Question:

My college has changed their grading for this course to be pass/fail instead of a letter grade. Will a grade document showing as Pass be accepted?

Answer:

Yes, if your college moved your degree course to a pass/fail grade, we will accept pass in lieu of a letter grade. You will need to provide an official grade document with the pass as per the program guidelines.



4. Question:

Will the waived tuition amounts count toward my annual cap?

Answer:

No. The waived amounts will not count toward your annual cap.

5. Question:

My question wasn't answered in this FAQ, who can I contact?

Answer:

Please use the contact information shown below to determine who to contact:

- **Verizon COVID-19 general resource page** at <https://vzweb.verizon.com/coronavirus-resource-page>.
- **COVID-19 TAP related questions:** Please email the internal Verizon TAP Team at Vz.tuition.assistance.program@one.verizon.com.
- **NON-COVID-19 TAP related questions:** Please reach out to the Bright Horizons Tuition Assistance Customer Service Team via one of the methods below for assistance with updating course dates, cancelling applications for courses that have not yet started or for other general TAP questions.
 - TAPVerizon@brighthorizons.com
 - 844-477-7887 (Mon-Fri 8:00 a.m. - 8:00 p.m. EST)