**Frequently Asked Questions – Synthesis Institute Closure TPF claim**

**Description**

* Tuition Protection Fund = TPF
* Higher Education Coordinating Commission = HECC
* Synthesis Digital, LLC D.B.A Synthesis Institute = The School

1. **Who is Eligible for a TPF Claim?**

**Answer:** OnlyStudents who initially enrolled after the school’s initial licensing date of October 26, 2022, and if the students were enrolled in the school on March 1, 2023, qualify and only students that have not received a full refund from Synthesis can submit a claim to be paid from the Tuition Protection Fund and those students who have not complete the full course.

1. **If I meet the requirements to submit a TPF claim, when can I expect to submit my TPF claim?**

**Answer:** student, who qualify can submit their TPF claim to the HECC starting March 11, 2024.

1. **How do I submit my TPF refund claim?**

**Answer**: Please visit our [State of Oregon: Private Postsecondary - Updates and Consumer Alerts](https://www.oregon.gov/highered/institutions-programs/private/Pages/consumer-alerts.aspx) webpage where you will need to download and complete a Tuition Protection Fund (TPF) claim form. Once you have completed the form, submit it along with any supporting documents via US mail to the following address:

**Higher Education Coordinating Commission**

PCS – Synthesis Institute TPF refund claim

3225 25th Street SE

Salem, Oregon 97302

Please submit your TPF claim form after the HECC announces the date to when TPF claim can be submitted.

**Students with loans**:

* You may want to reach out to your loan company to ensure they are aware of the closure of Synthesis Institute and to determine what options are available to you.
* The Department of Consumer and Business Services, Division of Financial Regulation (DFR), Student Loan Ombuds can help borrowers resolve disputes with their loan servicer and make sure they are in compliance with the law. If you have a concern or complaint about your loan you can file a complaint using this form: [https://dfr.oregon.gov/help/student-loan-help/Documents/5798.pdf.](https://dfr.oregon.gov/help/student-loan-help/Documents/5798.pdf.%20)

1. **Is there a deadline to submit your TPF refund claim?**

**Answer**: Yes, the deadline to submit your claim is April 30, 2024 and this deadline date will be included via our HECC website: [State of Oregon: Private Postsecondary - Updates and Consumer Alerts](https://www.oregon.gov/highered/institutions-programs/private/Pages/consumer-alerts.aspx)

1. **Is there a limit to the amount of refund that I will receive from the TPF refund fund if I submit my claim?**

**Answer:** Yes, there is a TPF liability limit. The Higher Education Coordinating Commission (HECC) will wait until the deadline date to determine if the liability limit reaches it maximum amount. If the total TPF claim amount is at or below the liability limit amount, then each TPF claim will be processed at the amount if the amount submitted is verified to be accurate. If the TPF claim amount is above the liability limit, then we calculate the maximum amount a student can receive based on the Tuition Protection Fund and the student’s maximum pro-rata refund amount to distribute the TPF refunds to the students. The TPF liability limits or maximum will limit the amount of refund a student will receive.

1. **What is pro-rata when calculating a refund?**

**Answer:**  "Pro rata" means in accordance with a fixed proportion of the program completed and the amount the student paid school.

1. **What if I have additional questions, who can I contact?**

**Answer:**  If you have questions, please state your first and last name and that you were a student from Synthesis Institute. Due to the limited staff, we ask that your question be concise. Our staff will do our best to respond quickly depending on the amount of demand. You can send your question to [SchoolClosure.Info@HECC.oregon.gov](mailto:SchoolClosure.Info@HECC.oregon.gov)

1. **If I completed the school program and received a certificate of completion document from the school, can I still receive a TPF refund?**

**Answer: No**, once you have graduated from the program, **no TPF refund will be provided**.