How to Complete an Online Distribution Request

1. Log in to your secure online account at www.virginia529.com and clicking 🛡 My Account
2. Select **Use My Accounts**
3. Then select **Request SOAR Distribution**.

Online Distribution Tips

- Ensure that the following information about your Virginia529 account is correct.
  - Your mailing address. To update, select **Manage My Accounts**, then **Change My Address**. **Note:** Changing your address of record within 14 days of submitting a distribution request may delay the processing of your request.
  - Your email address. To update, select **My Profile**.
- Be sure to have the following information when you are ready to request a distribution:
  - Student’s school ID number. This unique number is assigned by the higher education institution where you are enrolled. Providing this number ensures that the school applies the funds to the appropriate account.
  - The name of the school in which you are enrolled.

Need help requesting a distribution?

**Call or email Virginia529**

1-888-567-0540
Select Option 3 for customer service
customerservice@virginia529.com
Monday - Friday, 8:30 am - 5:00 pm EST
Frequently-Asked Questions

Who will Virginia529 pay?

Virginia529 will distribute SOAR Virginia funds directly to the eligible educational institution in which you are enrolled.

When should I request a distribution?

If you are graduating this school year, you may request a distribution beginning July 1st. You must also be enrolled in classes at the higher education institution you are attending.

If you graduated prior to this school year, you may request a distribution once you have enrolled in classes at the higher education institution you are attending.

Why is the “current balance” different from the “available balance”?

The available balance is funds available for distribution from an account. During your first year of college, you may only request up to half of the balance in the Invest529 account be paid to an eligible educational institution. After your first year, you may request up to the total balance of funds in the account be distributed to an eligible educational institution.

When will my request be processed?

<table>
<thead>
<tr>
<th>Distribution submitted</th>
<th>Distribution processed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before 4:00 p.m. business days</td>
<td>Same day</td>
</tr>
<tr>
<td>After 4:00 p.m. business days</td>
<td>Next business day</td>
</tr>
<tr>
<td>Non-business days</td>
<td>Next business day</td>
</tr>
</tbody>
</table>

I requested a distribution to my eligible educational institution. How do I know when the funds have been deposited?

The monies are sent in the form of an Invest529 distribution paid directly to the college business office. The payment is referred to as a SOAR Virginia Scholarship at the colleges. Each college processes the payments differently. Please check with your college business office if you notice that the Invest529 distribution has not been applied to your student account within 10 business days of submitting your distribution request.

How do I make changes to a distribution request?

Changes cannot be made to a distribution request once it has been submitted. The request must be cancelled and a new request submitted.

How do I cancel a distribution request?

To cancel your request, locate the specific request and change the “status” from “pending” to “cancel”. You may cancel a distribution request until 4:00 p.m. on the business day it is scheduled for processing. After 4:00 p.m., requests are locked and prepared for final processing.