



December 17, 2015

Dear GET Customers,

While we had planned to provide amortization refunds by the end of December, we were informed early this week that refund checks payable to customers who paid this fee when purchasing units during the past four years, will not be mailed and received by customers until sometime in February 2016. The delay is due in part to database programming challenges encountered when trying to implement this new process and feature into GET's accounting software.

The GET Finance and Information Technology teams have been working diligently for months with our software vendor to develop the computer programming necessary to implement this large-scale refund, which impacts more than 50,000 accounts. Our focus is on insuring 100% accuracy so that when refund checks are distributed there are no errors. We believe that part of providing you with the best customer service possible is making sure your account and investments are handled with the utmost care, concern and accuracy.

We sincerely apologize for any inconveniences caused as a result of this delay and we greatly appreciate your patience as our GET team works through many program firsts as a result of the College Affordability Program. If you have specific account-related questions, please call or email our GET Contact Center at (800) 955-2318 or getinfo@wsac.wa.gov.

Sincerely,

Betty Lochner
GET Director