

CollegeCountsSM

Alabama's 529 Fund

Q 4 2024 Review Meeting
February 19, 2025

Period ended
December 31, 2024

UBT
Union Bank & Trust
Program Manager



*Offered by the
State of Alabama*

CollegeCounts 529 Fund - Summary Page (December 31, 2023 Program Disclosure Statement)

Account Owner Eligibility	<ul style="list-style-type: none"> U.S. citizens and resident aliens who are at least 19 years old Individual, UTMA/UGMA custodian, trust, certain entities, 501(c)(3)
Beneficiary Eligibility	<ul style="list-style-type: none"> U.S. citizen or resident alien with a valid Social Security number May be of any age
Contributions Minimum Maximum	<ul style="list-style-type: none"> No minimum or ongoing contribution required \$475,000 per beneficiary
Alabama State Income Tax Deduction	<ul style="list-style-type: none"> Contributions tax deductible up to: <ul style="list-style-type: none"> \$5,000 per tax return \$10,000 if married filing jointly and both contribute
Federal Income Tax Benefits	<ul style="list-style-type: none"> Tax-deferred growth Tax-free withdrawals for qualified college expenses
Qualified College Expenses	<ul style="list-style-type: none"> Tuition, fees, books, supplies, equipment required for enrollment Room & board if enrolled at least 1/2 time Computers, related peripheral equipment, computer software, internet access K-12 Tuition (up to \$10,000), Apprenticeship Expenses, Repayment of Student Loans (\$10,000)

Direct Plan Costs

Set-up Fee	<ul style="list-style-type: none"> none 												
Annual Account Fee	<ul style="list-style-type: none"> none 												
State Fee	<ul style="list-style-type: none"> none 												
Program Management Fee	<ul style="list-style-type: none"> 0.17% 												
Underlying Fund Costs	<table border="1"> <thead> <tr> <th></th> <th><u>Range</u></th> <th><u>Average</u></th> </tr> </thead> <tbody> <tr> <td>• Age-Based Portfolios</td> <td>0.04% - 0.07%</td> <td>0.05%</td> </tr> <tr> <td>• Target Portfolios</td> <td>0.04% - 0.07%</td> <td>0.05%</td> </tr> <tr> <td>• Individual Fund Portfolios</td> <td>0.00% - 0.62%</td> <td>0.18%</td> </tr> </tbody> </table>		<u>Range</u>	<u>Average</u>	• Age-Based Portfolios	0.04% - 0.07%	0.05%	• Target Portfolios	0.04% - 0.07%	0.05%	• Individual Fund Portfolios	0.00% - 0.62%	0.18%
	<u>Range</u>	<u>Average</u>											
• Age-Based Portfolios	0.04% - 0.07%	0.05%											
• Target Portfolios	0.04% - 0.07%	0.05%											
• Individual Fund Portfolios	0.00% - 0.62%	0.18%											
Upfront Sales Charge or Trails	<ul style="list-style-type: none"> none 												
Fund Families	<ul style="list-style-type: none"> Vanguard, T. Rowe Price, DFA, PGIM, PIMCO, Fidelity, and Dodge & Cox 												

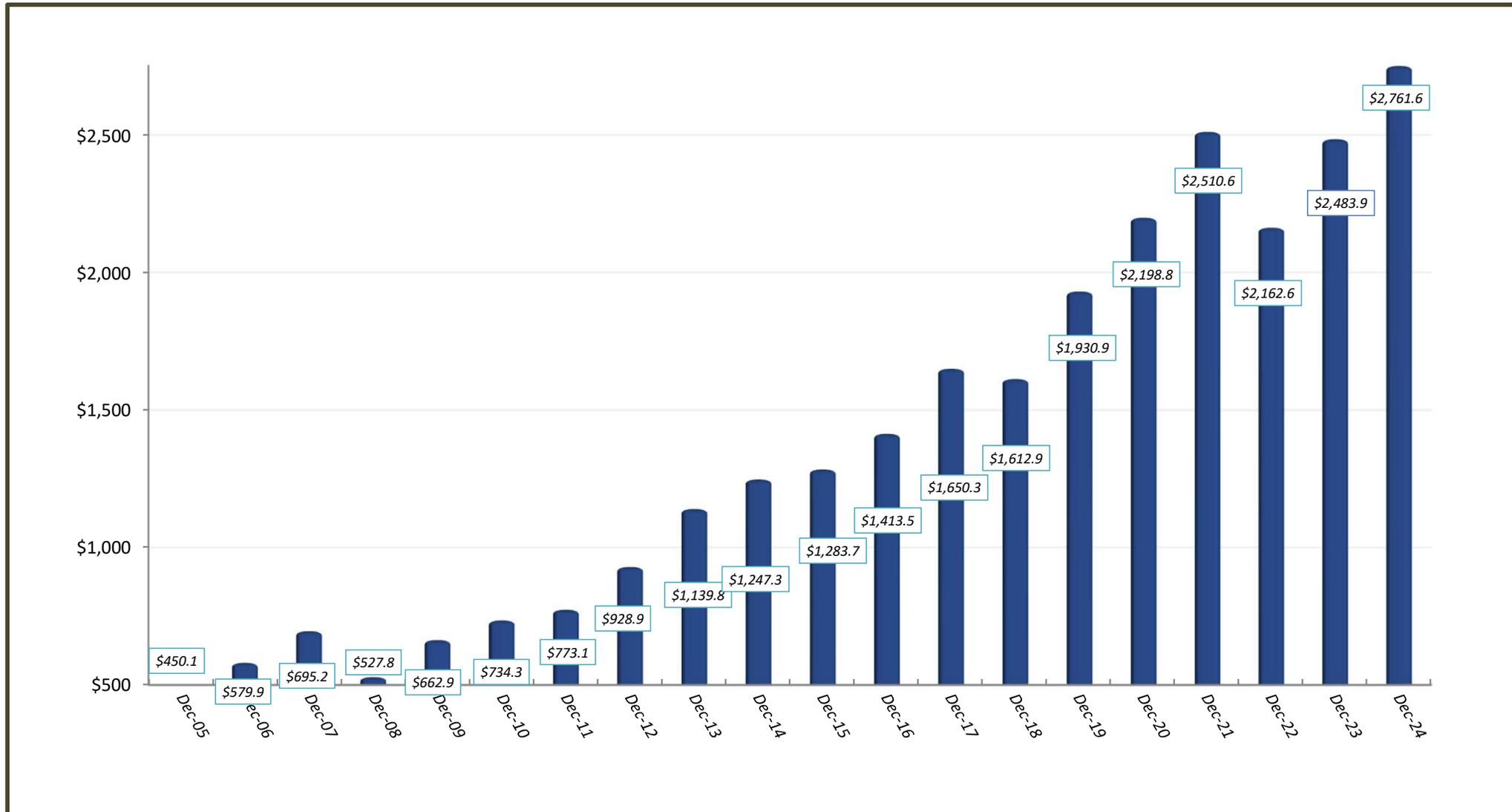
Advisor Plan Costs

Set-up Fee	<ul style="list-style-type: none"> none 																				
Annual Account Fee	<ul style="list-style-type: none"> \$12 <i>(waived for accounts with an Alabama owner or beneficiary)</i> 																				
State Fee	<ul style="list-style-type: none"> 0.07% 																				
Program Management Fee	<ul style="list-style-type: none"> 0.21% 																				
Underlying Fund Costs	<table border="1"> <thead> <tr> <th></th> <th><u>Range</u></th> <th><u>Average</u></th> </tr> </thead> <tbody> <tr> <td>• Age-Based Portfolios</td> <td>0.27% - 0.42%</td> <td>0.40%</td> </tr> <tr> <td>• Target Portfolios</td> <td>0.27% - 0.42%</td> <td>0.38%</td> </tr> <tr> <td>• Individual Fund Portfolios</td> <td>0.00% - 0.88%</td> <td>0.40%</td> </tr> </tbody> </table>		<u>Range</u>	<u>Average</u>	• Age-Based Portfolios	0.27% - 0.42%	0.40%	• Target Portfolios	0.27% - 0.42%	0.38%	• Individual Fund Portfolios	0.00% - 0.88%	0.40%								
	<u>Range</u>	<u>Average</u>																			
• Age-Based Portfolios	0.27% - 0.42%	0.40%																			
• Target Portfolios	0.27% - 0.42%	0.38%																			
• Individual Fund Portfolios	0.00% - 0.88%	0.40%																			
Upfront Sales Charge or Trails	<table border="1"> <thead> <tr> <th></th> <th><u>A</u></th> <th><u>B*</u></th> <th><u>C</u></th> <th><u>F</u></th> </tr> </thead> <tbody> <tr> <td>• Sales Charge</td> <td>3.50%</td> <td>none</td> <td>none</td> <td>none</td> </tr> <tr> <td>• Annual Account Servicing Fee</td> <td>0.25%</td> <td>0.25%</td> <td>0.50%</td> <td>none</td> </tr> <tr> <td>• Contingent Deferred Sales Charge</td> <td>none</td> <td>5%</td> <td>none</td> <td>none</td> </tr> </tbody> </table> <p><i>* CLOSED to new investors. 5% CDSC declines over 5 years - convert to A shares in year 8</i></p>		<u>A</u>	<u>B*</u>	<u>C</u>	<u>F</u>	• Sales Charge	3.50%	none	none	none	• Annual Account Servicing Fee	0.25%	0.25%	0.50%	none	• Contingent Deferred Sales Charge	none	5%	none	none
	<u>A</u>	<u>B*</u>	<u>C</u>	<u>F</u>																	
• Sales Charge	3.50%	none	none	none																	
• Annual Account Servicing Fee	0.25%	0.25%	0.50%	none																	
• Contingent Deferred Sales Charge	none	5%	none	none																	
Fund Families	<ul style="list-style-type: none"> T. Rowe Price, DFA, Northern Funds, PGIM, Fidelity, American Century, Vanguard, Principal, Neuberger Berman, AllianceBernstein, BlackRock, Parametric, PIMCO, and State Street 																				

CollegeCountsSM
Alabama's 529 Fund
Executive Summary

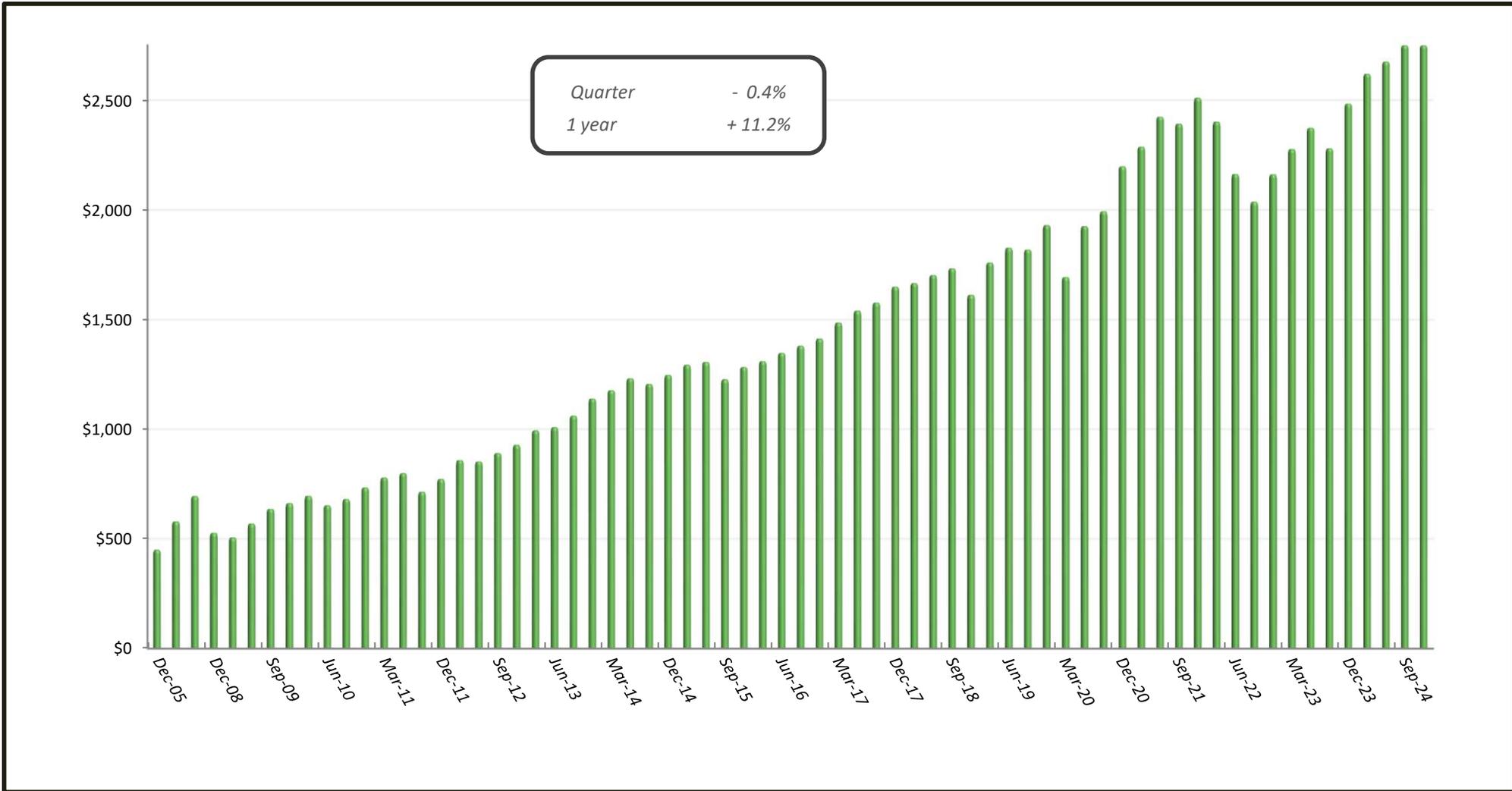
• Assets & Accounts		
• Total Plan Assets	\$2.762 <i>bil</i>	- 0.4% QTR / + 11.2% 1yr
• Advisor \$1.508 <i>bil</i> Direct \$1.254 <i>bil</i>		
• Total accounts	122,824	
• Advisor 67,053 Direct 55,771		
• Total Contributions YTD 2024	\$241.6 <i>mil</i>	
• Alabama residents		
• Alabama Plan Assets	\$1.997 <i>bil</i>	+ 0.0% QTR / + 15.1% 1yr
• Alabama accounts	79,404	
• Alabama contributions YTD 2024	\$193.9 <i>mil</i>	
• Rollover Contributions YTD 2024		
• Direct Plan	\$11.816 <i>mil</i>	
• Advisor Plan	\$12.184 <i>mil</i>	
• Rollovers Dollars (<i>Alabama Account Owner</i>)	89.9%	
• Age-Based Accounts & Assets		
	<u>Accounts</u>	<u>Assets</u>
• Direct Plan	66.8%	57.4%
• Advisor Plan	70.1%	62.6%
• Plan Asset Allocation		
• Direct Plan	64.1% <i>equity</i>	
• Advisor Plan	54.6% <i>equity</i>	
• Average Age		
• Account Owner	52.3 <i>years</i>	
• Beneficiary	14.3 <i>years</i>	
• Account size		
	<u>Alabama</u>	<u>Program</u>
• Average account size	\$25,152	\$26,827
• Median account size	\$10,764	\$10,631

Total Plan Assets

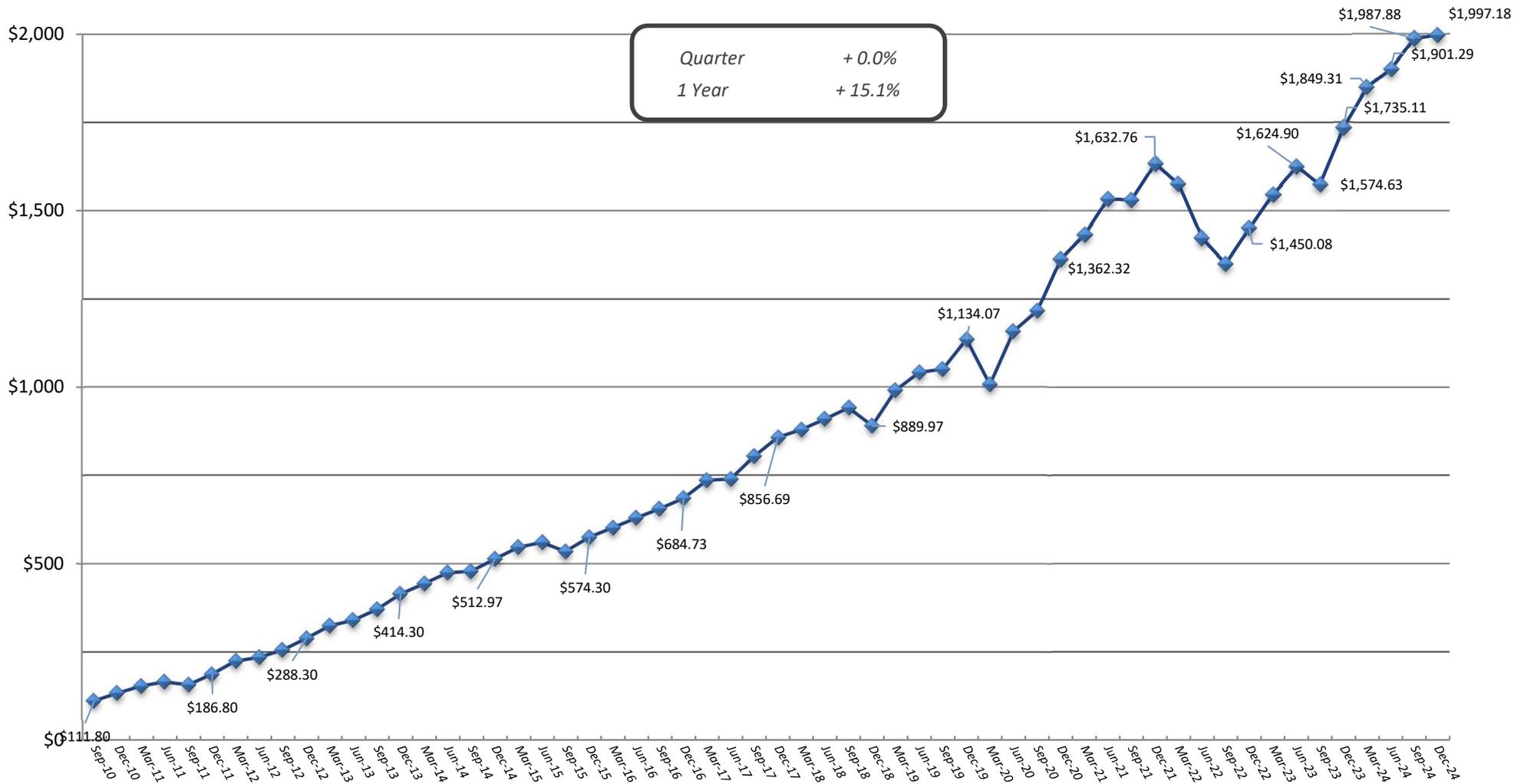


*Note: Historical #'s through June 2010 are year end and quarterly #'s as reported by Van Kampen.
July 2010 value represents the \$671 mil conversion total.*

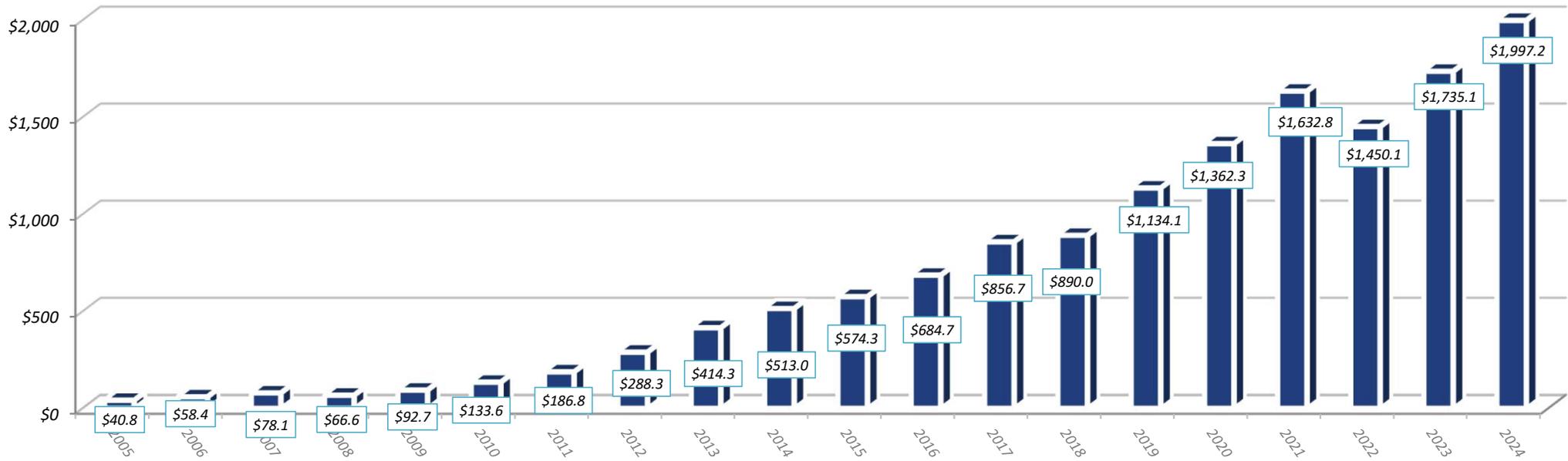
Total Plan Assets



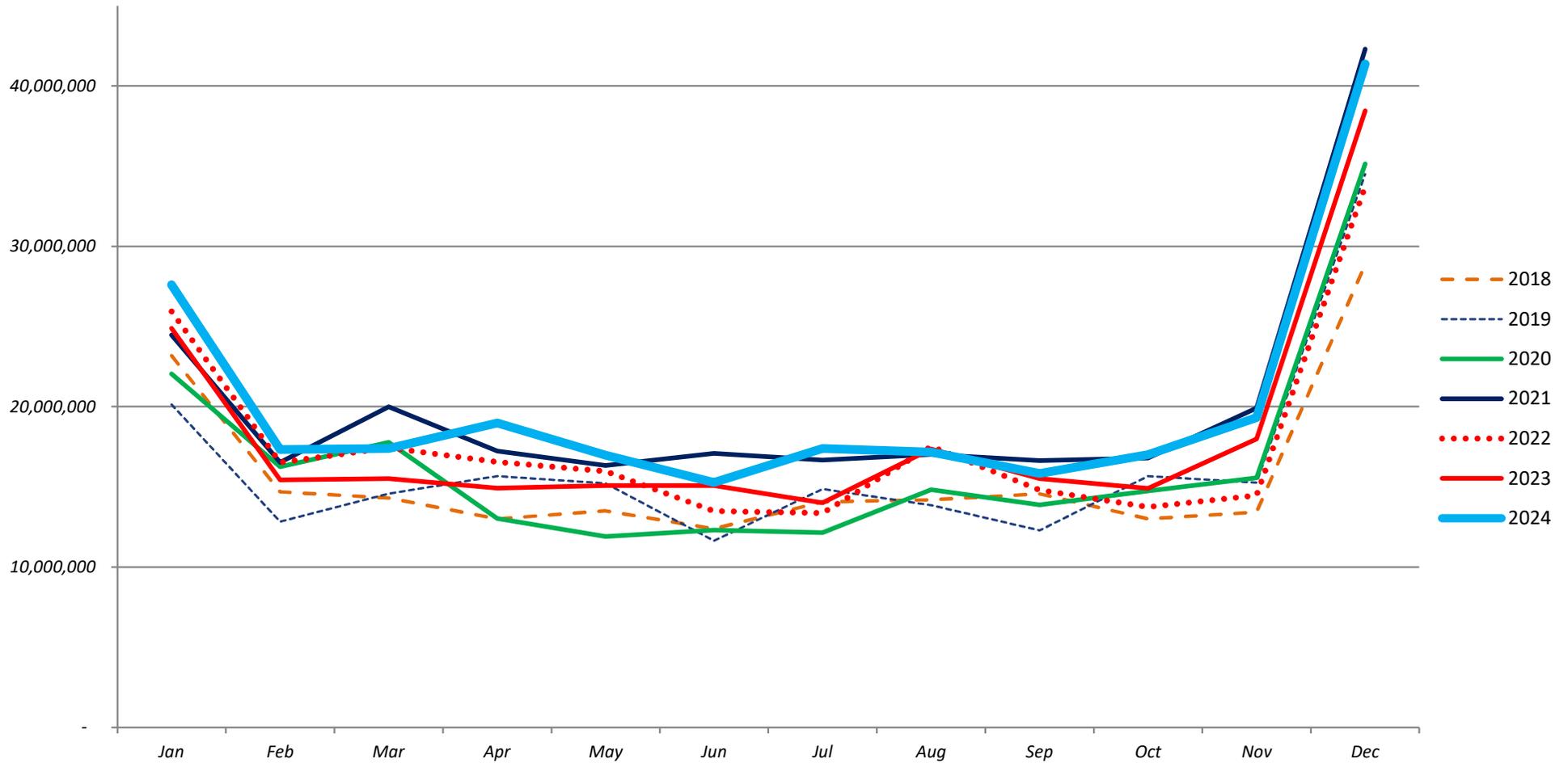
Alabama Assets (quarter end)



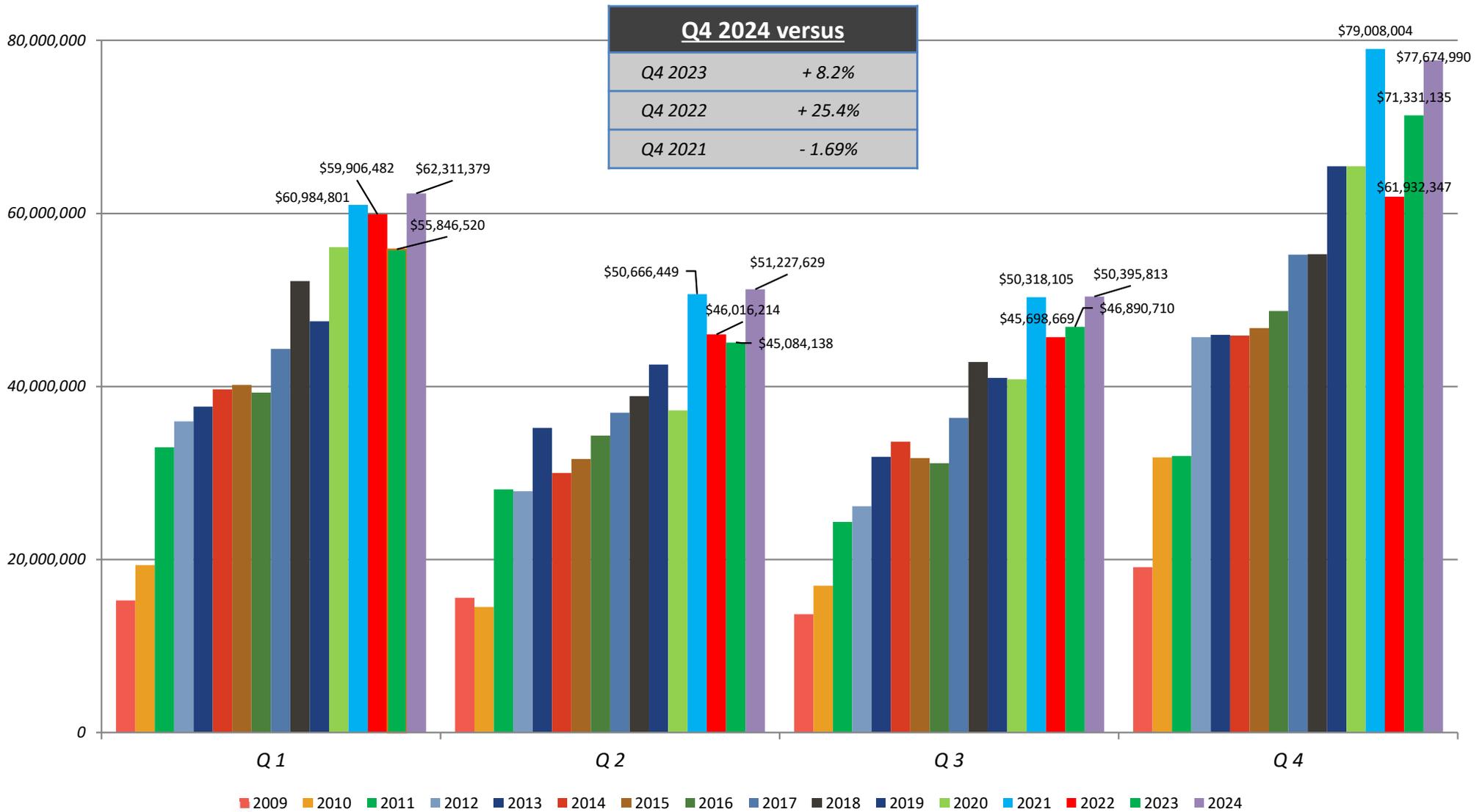
Calendar Year End



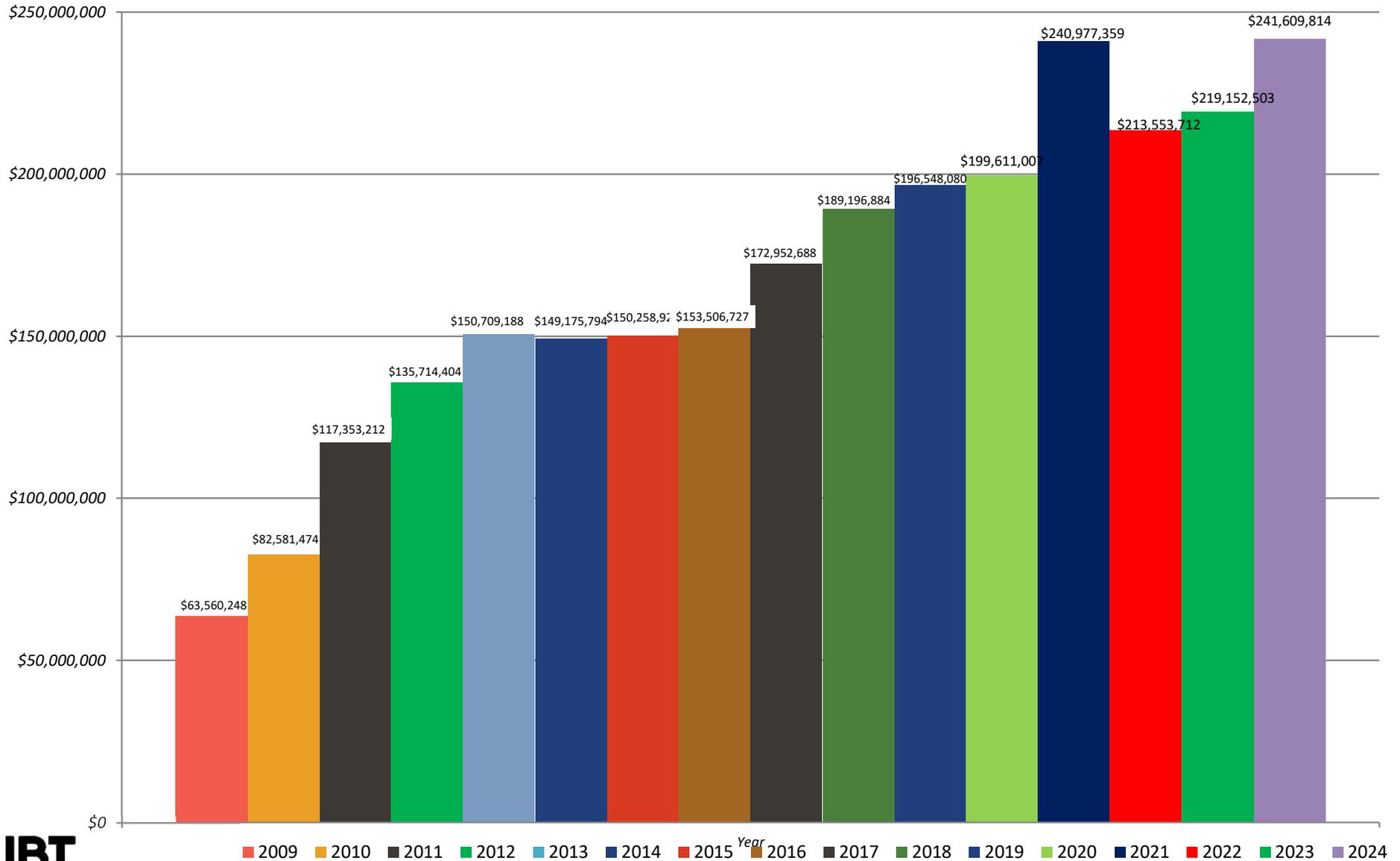
Total Contributions



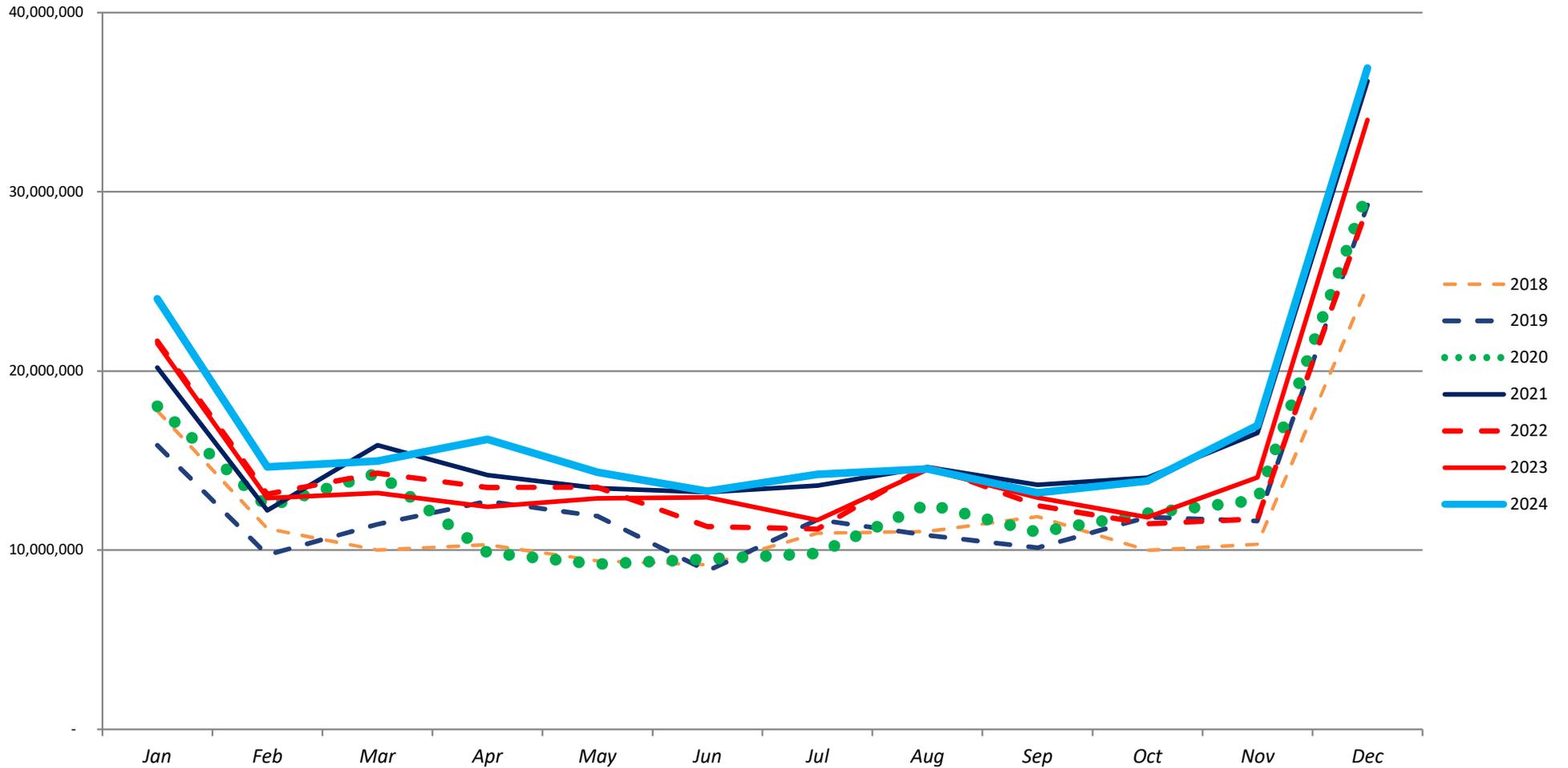
Total Contributions by quarter (2009 – 2024)



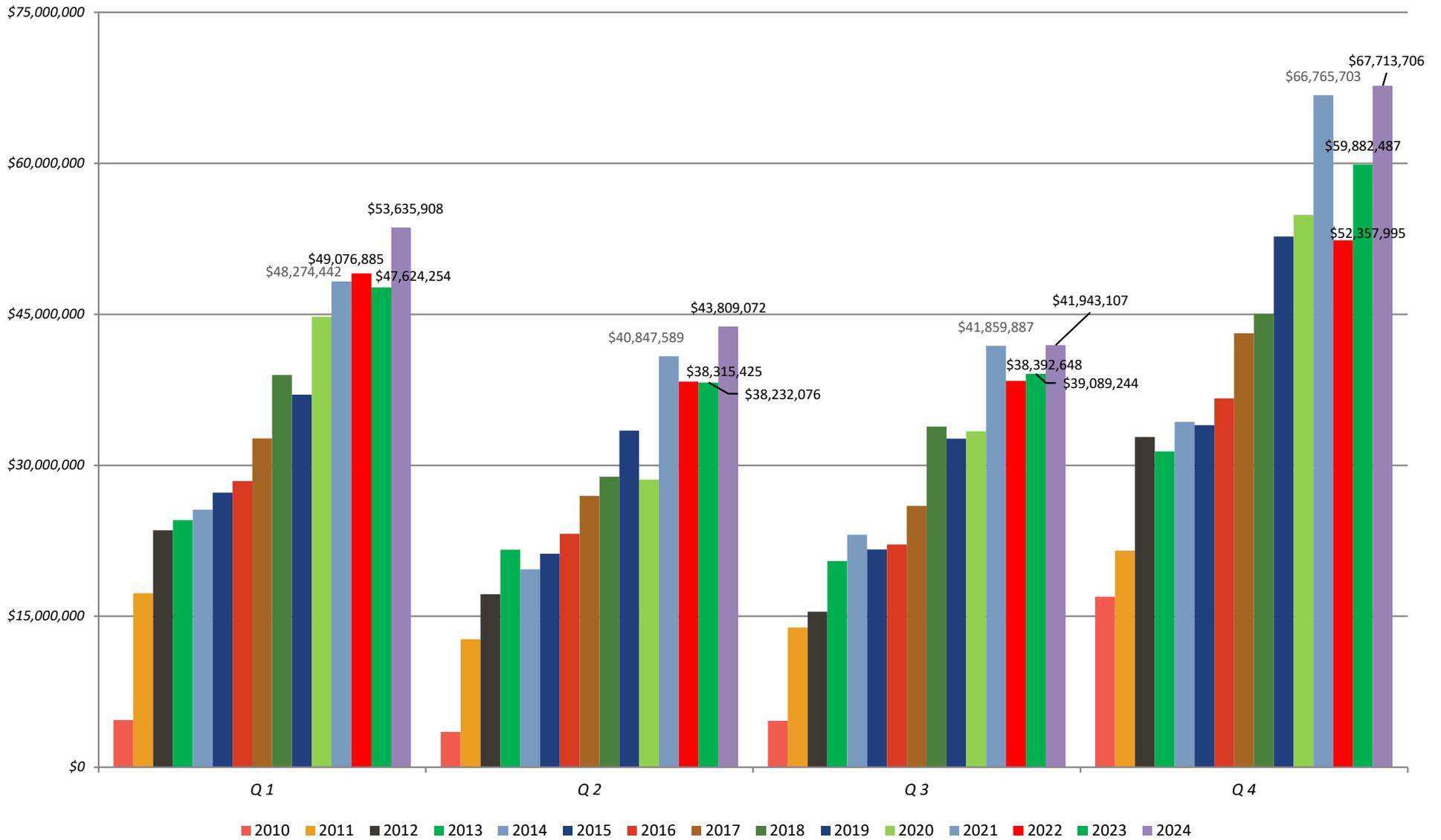
Total Contributions by Calendar Year (2009 – 2024)



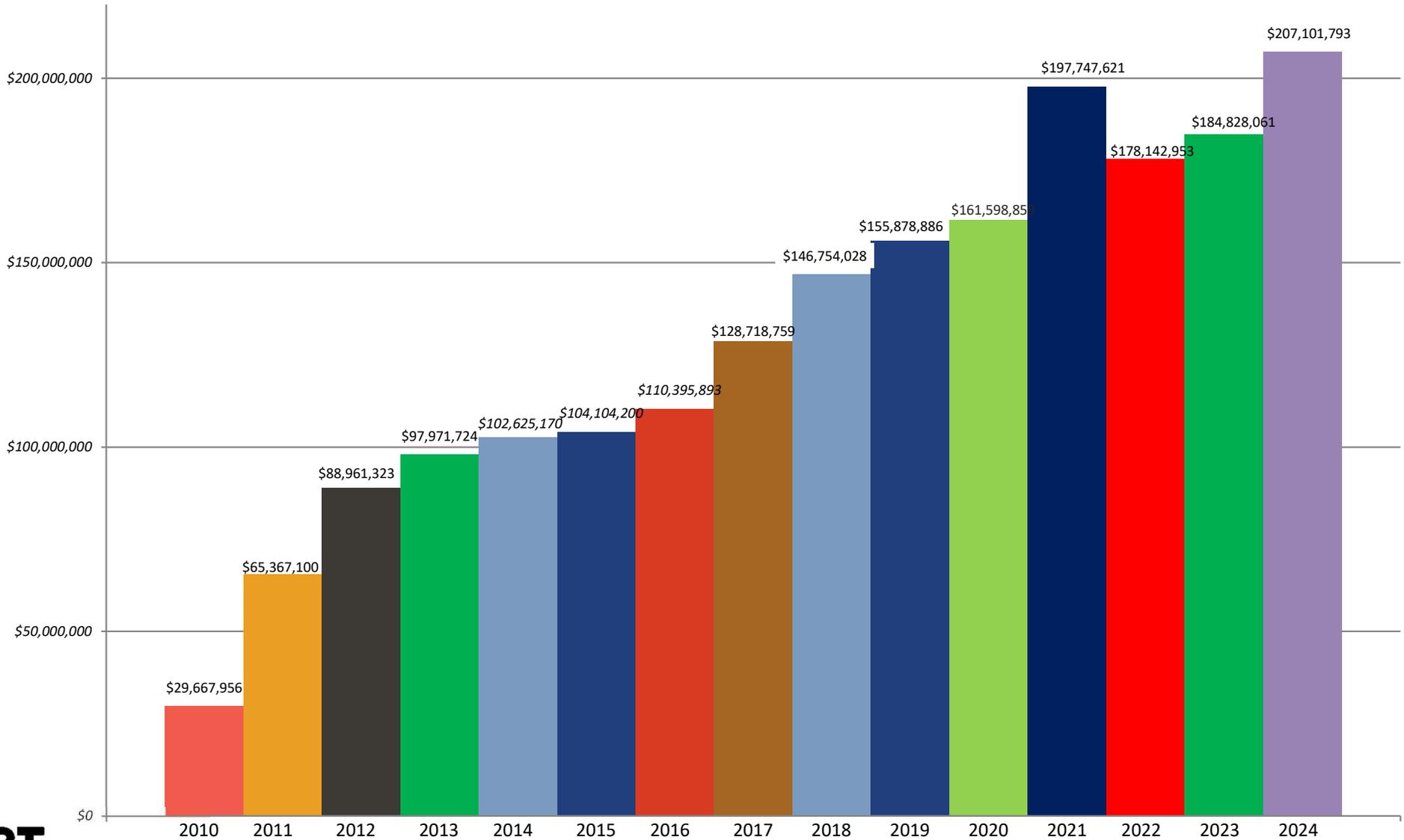
Alabama Contributions



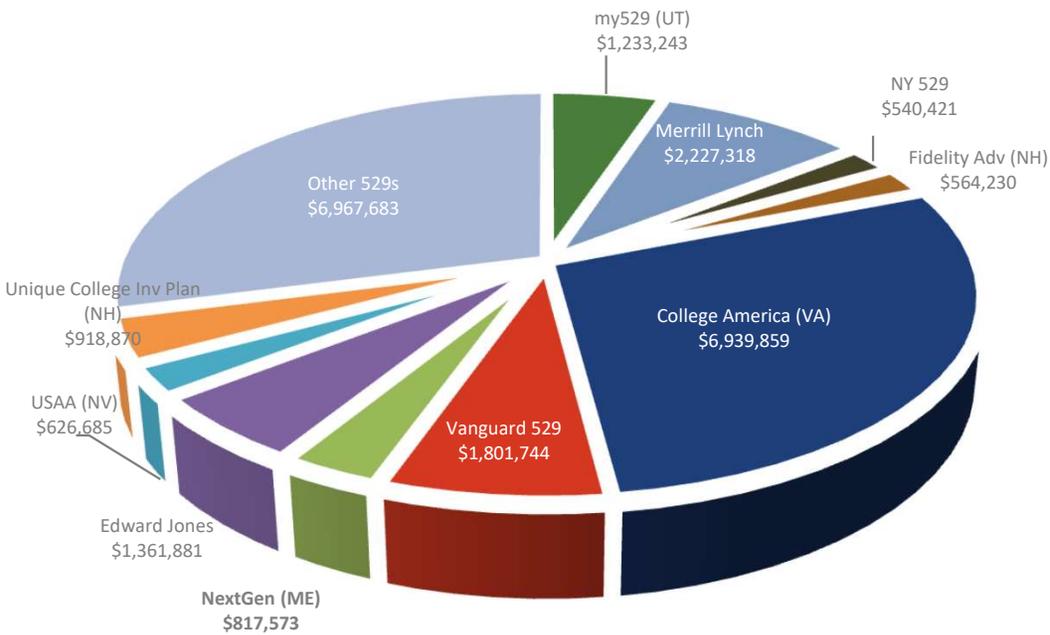
Alabama Contributions by quarter (2010 - 2024)



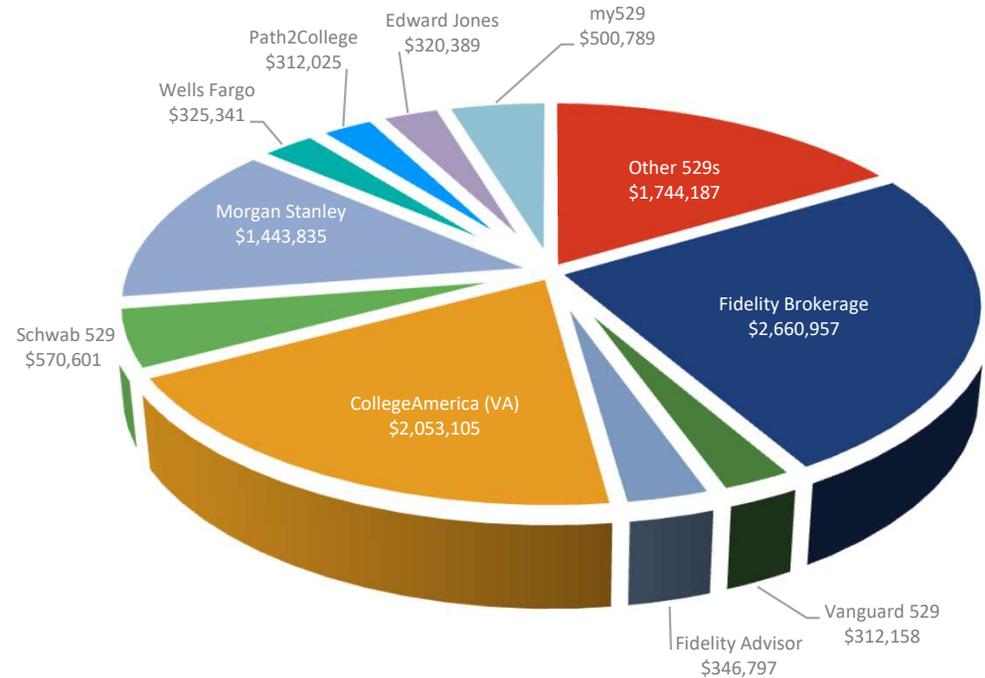
Alabama Contributions by Calendar Year (2010 - 2024)



Rollovers IN (\$24.0 mil)

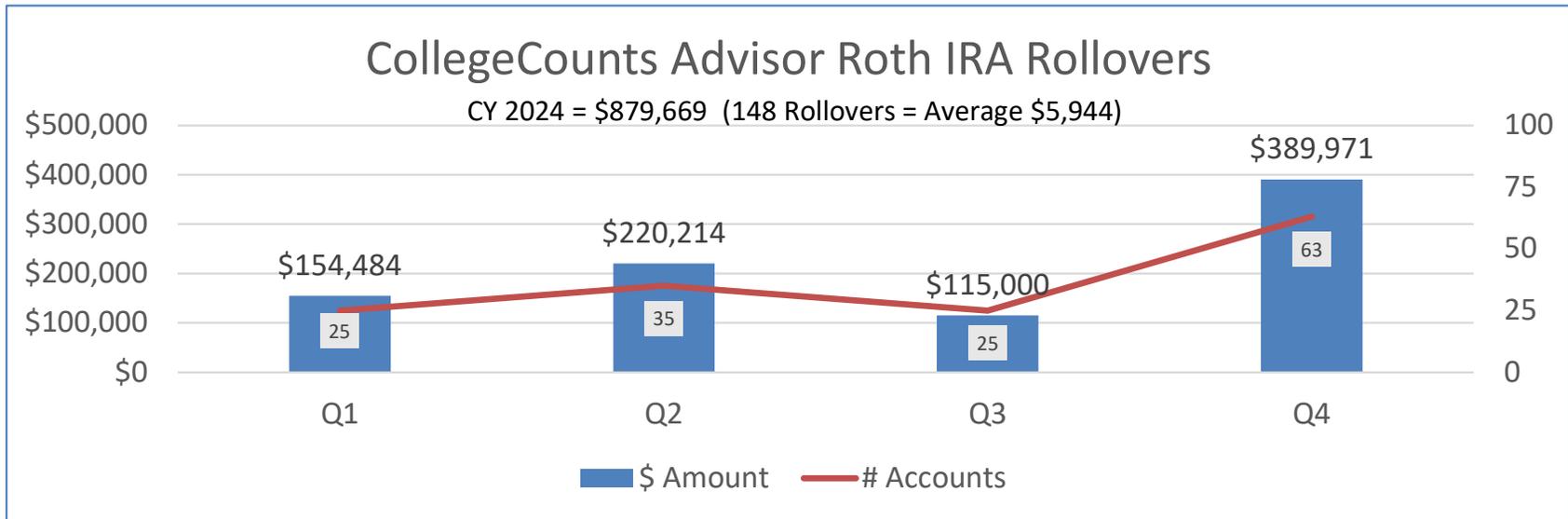
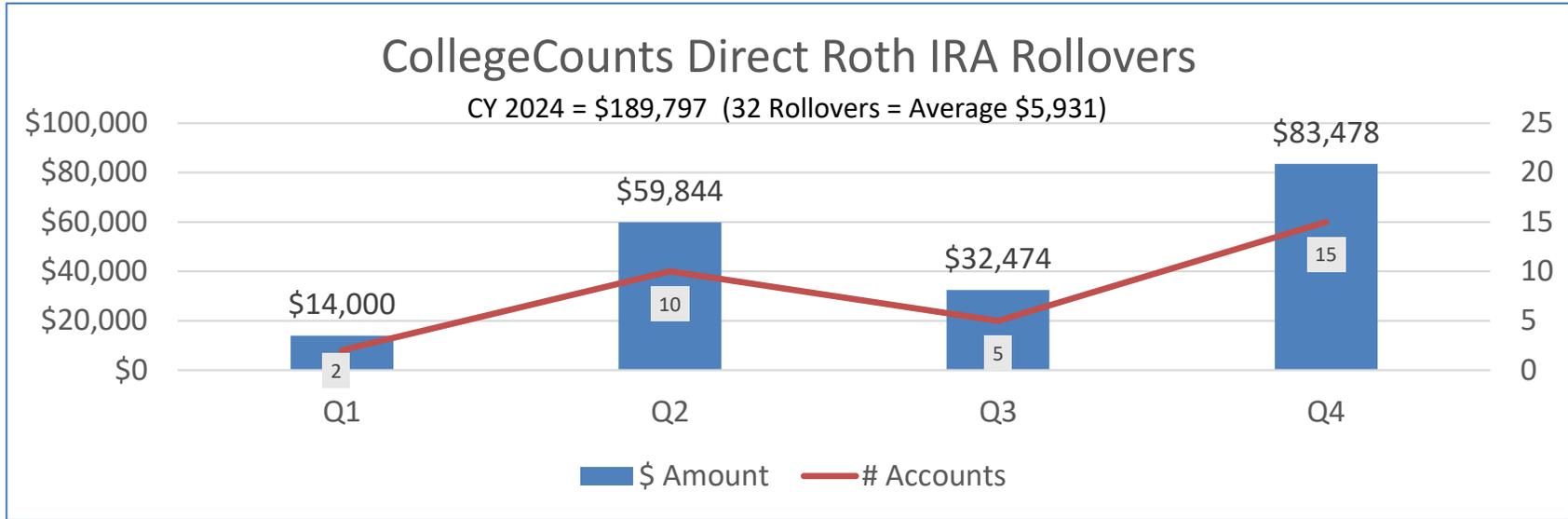


Rollovers OUT (\$11.7 mil)

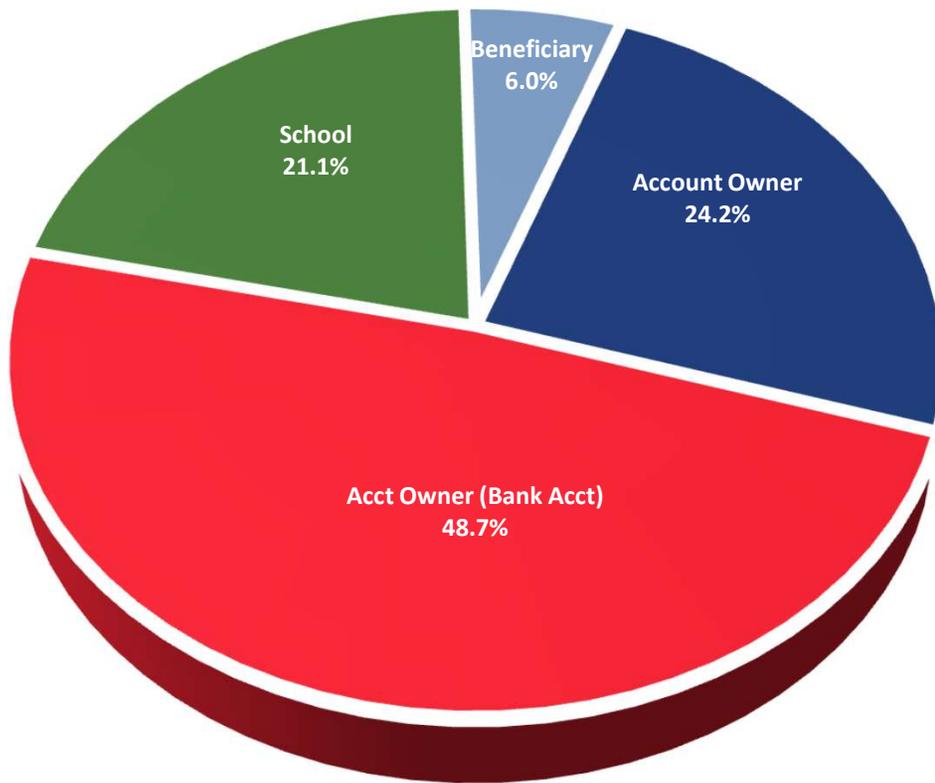


	Rollovers IN	Rollovers OUT	Rollovers OUT To an In-State Plan	Rollovers OUT To a Direct-Sold Plan
Direct	\$11.816	\$2.329	60.1%	77.2%
Advisor	\$12.184	\$9.339	14.1%	24.2%
Total	\$23.999 mil	\$11.668 mil	21.8%	33.1%

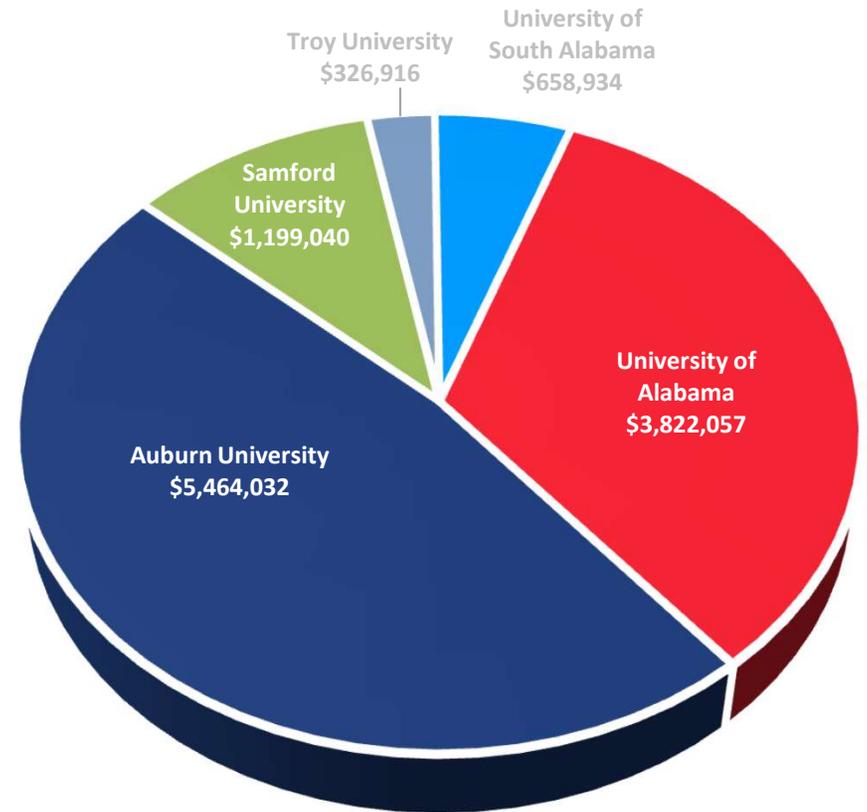
2024 Roth IRA Rollover Activity



YTD 2024 Withdrawals (\$228.0 mil)



Withdrawals Paid Direct to Colleges (\$48.1 mil)



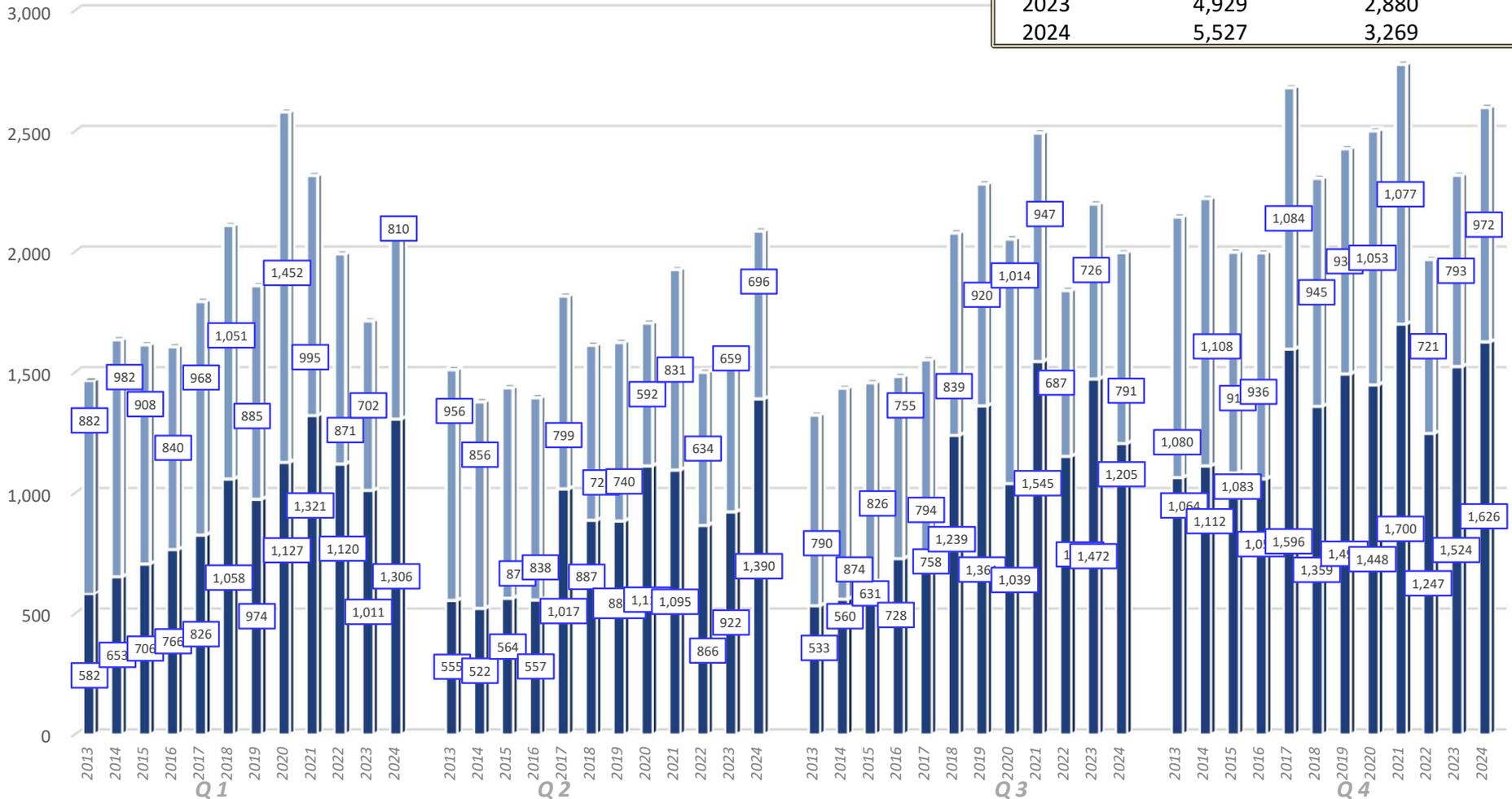
Top 5 Alabama colleges by withdrawal amounts

Accounts (Calendar Year)



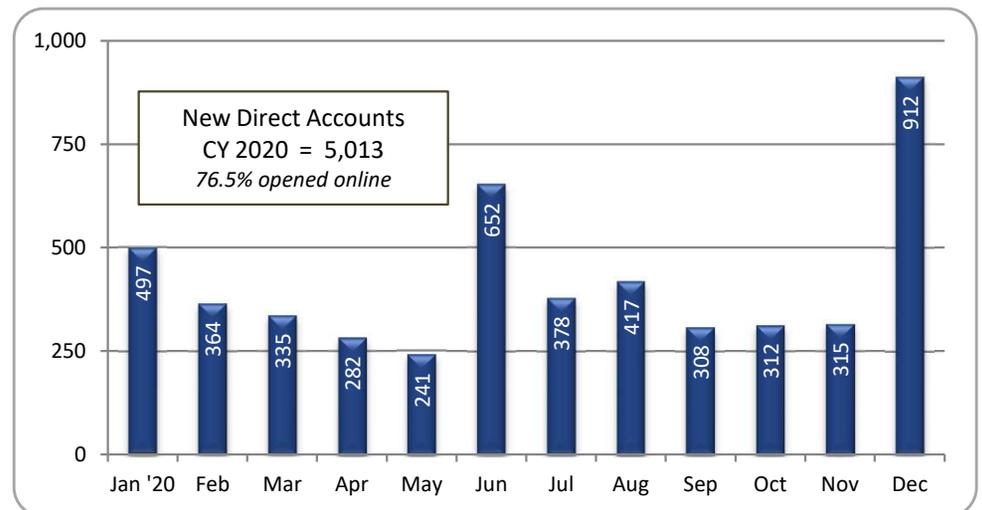
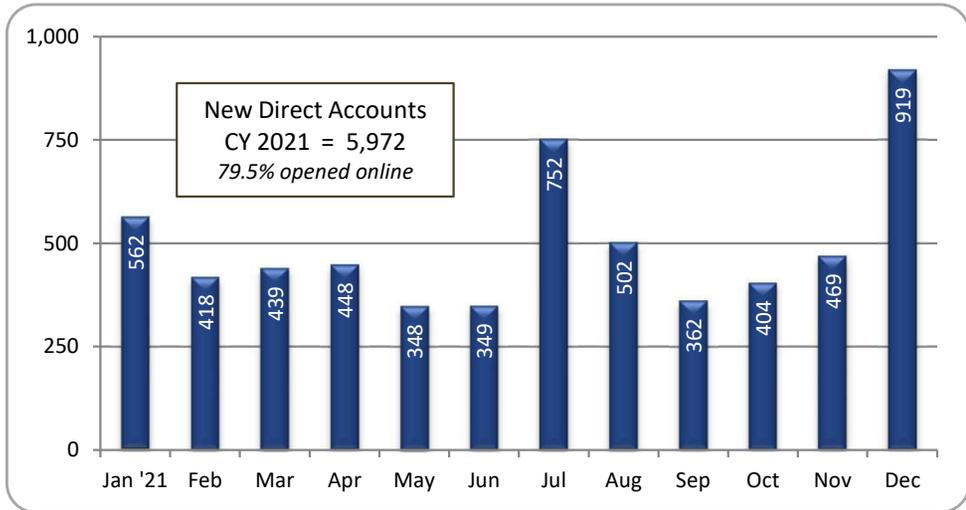
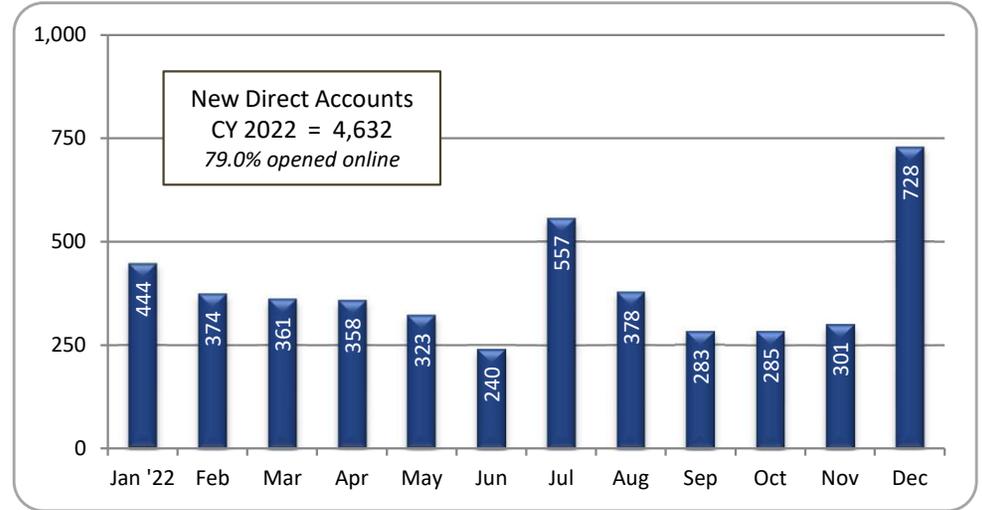
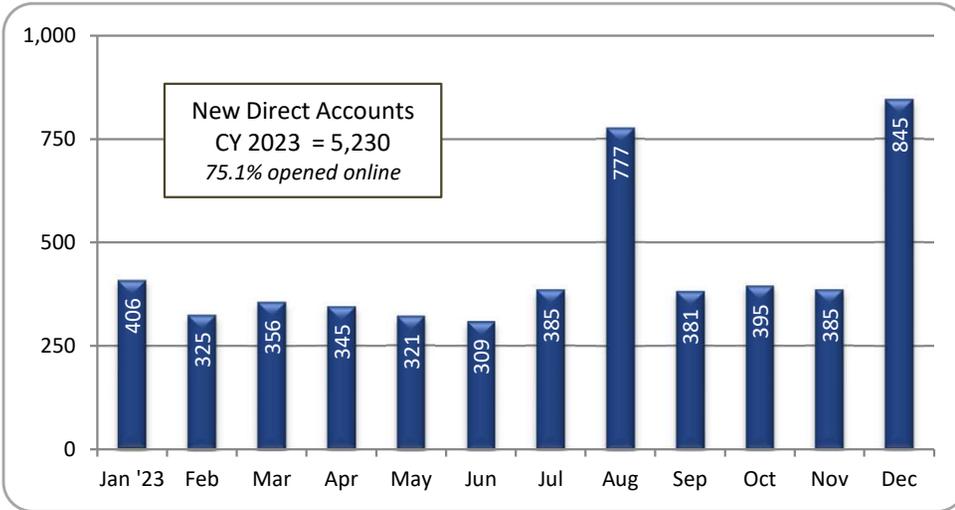
New Alabama Accounts

	Direct	Advisor	Total
2013	2,734	3,708	6,442
2014	2,847	3,820	6,667
2015	2,984	3,521	6,505
2016	3,110	3,369	6,479
2017	4,197	3,645	7,842
2018	4,543	3,560	8,103
2019	4,712	3,479	8,191
2020	4,726	4,111	8,837
2021	5,661	3,850	9,511
2022	4,385	2,913	7,298
2023	4,929	2,880	7,809
2024	5,527	3,269	8,796

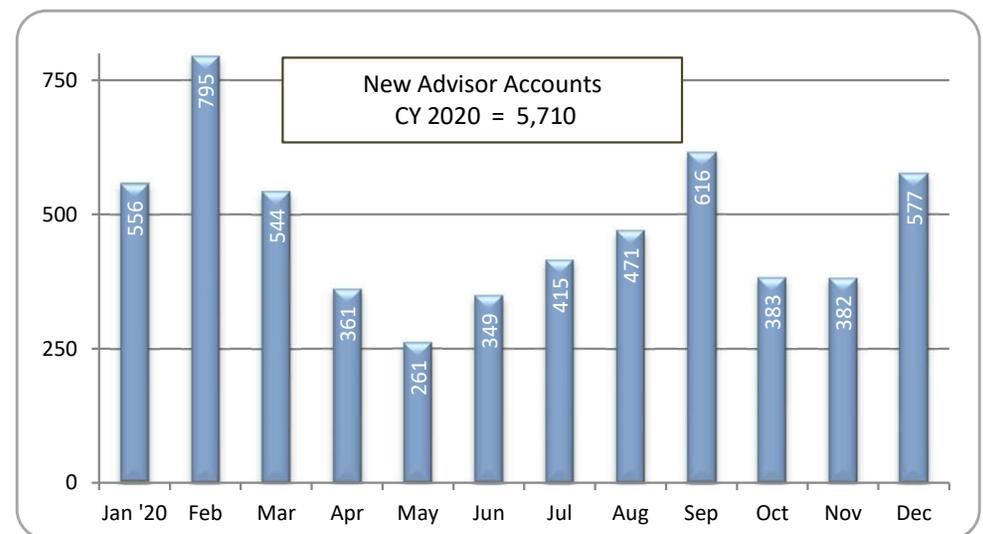
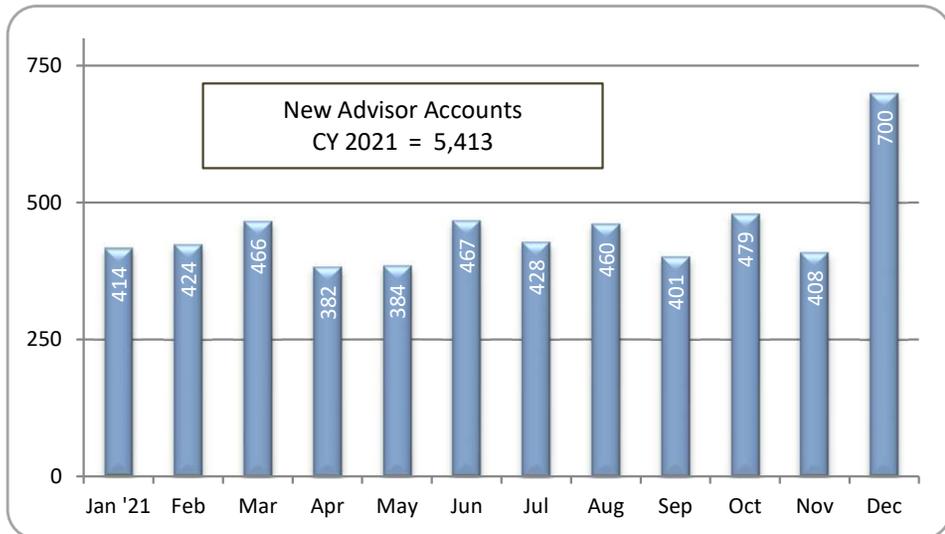
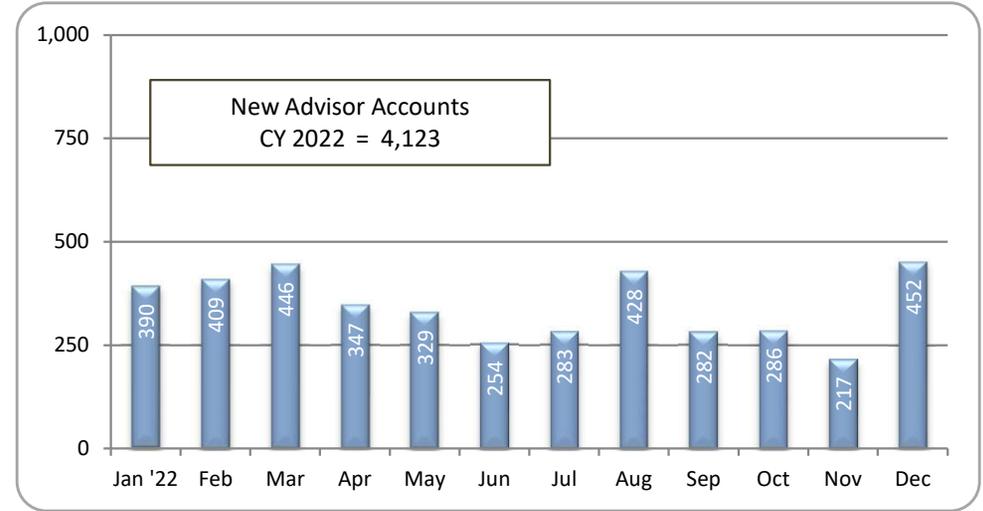


■ Direct Plan ■ Advisor Plan

New Direct Accounts *by month*



New Advisor Accounts *by month*



Largest Broker Dealers

- 1) Morgan Stanley
- 2) Edward Jones & Co.
- 3) LPL Financial Corp.
- 4) Wells Fargo Advisors
- 5) Raymond James

Largest Broker Dealers (Alabama)

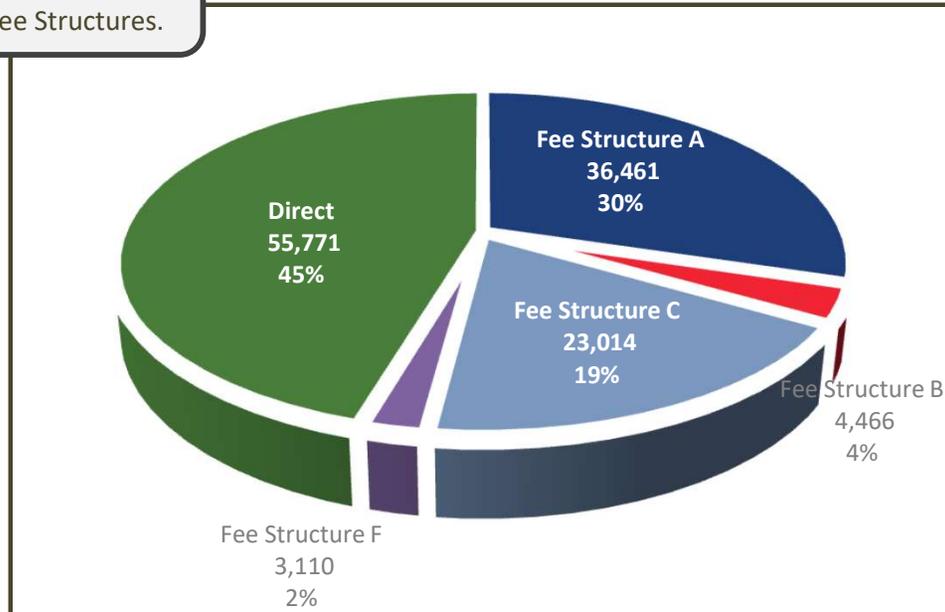
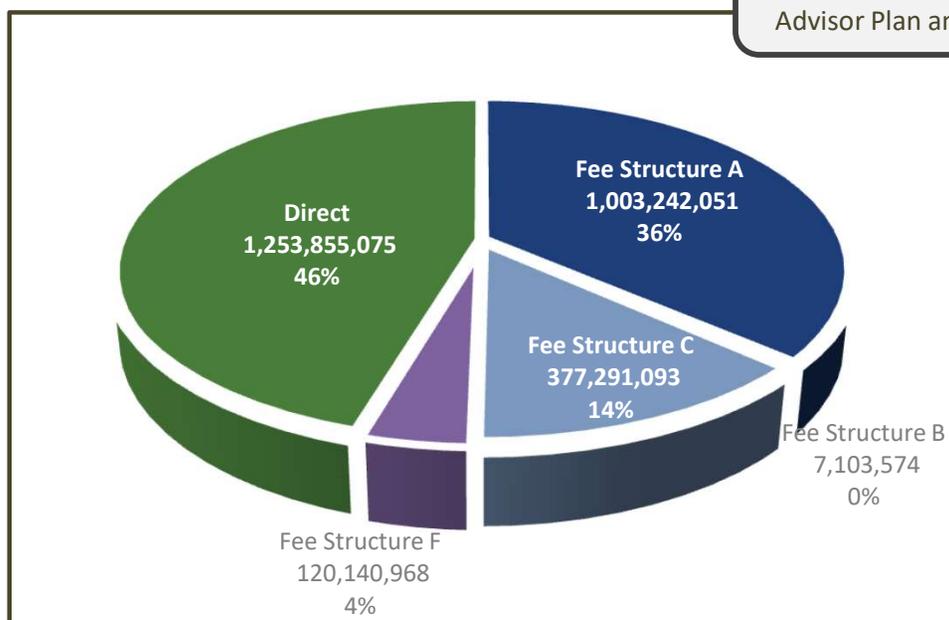
- 1) Edward Jones & Co
- 2) Morgan Stanley
- 3) Raymond James
- 4) LPL Financial
- 5) Wells Fargo Advisors

Market Value and Accounts – by Fee Structure

Market Value

This page breaks down the assets and accounts between the Direct and Advisor Plan and the Fee Structures.

Accounts



Fee Structure A	3.5% upfront load; 0.25% trail
Fee Structure B <i>(closed to new investors)</i>	5-year CDSC; 1.00% trail
Fee Structure C	No upfront load; 0.50% trail; 10-year converts to A
Fee Structure F	No upfront load or trail
Direct Plan	No financial advisor assistance <i>(no loads or trails)</i>

Market Value and Accounts – by State

(10 largest States by assets)

State	Assets	% of Total Program Assets	State 529 Plan Assets*	CollegeCounts as a % of In-State Plan Assets (as of Dec 31, 2024)*	Population
1 Alabama	\$1.997 bil	72.3%			5.2 mil
2 California	\$143.6 mil	5.2%	\$16.456 bil	0.9%	39.4 mil
3 Texas	\$89.2 mil	3.2%	\$1.132 bil	7.9%	31.3 mil
4 Florida	\$60.0 mil	2.2%	\$1.548 bil	3.9%	23.4 mil
5 Tennessee	\$37.8 mil	1.4%	\$397 mil	9.5%	7.2 mil
6 New Jersey	\$35.1 mil	1.3%	\$6.830 bil	0.5%	9.5 mil
7 Georgia	\$32.8 mil	1.2%	\$6.001 bil	0.5%	11.2 mil
8 Pennsylvania	\$30.8 mil	1.1%	\$5.706 bil	0.5%	13.1 mil
9 Minnesota	\$28.0 mil	1.0%	\$2.087 bil	1.3%	5.8 mil
10 Massachusetts	\$24.5 mil	0.9%	\$10.054 bil	0.2%	7.1 mil

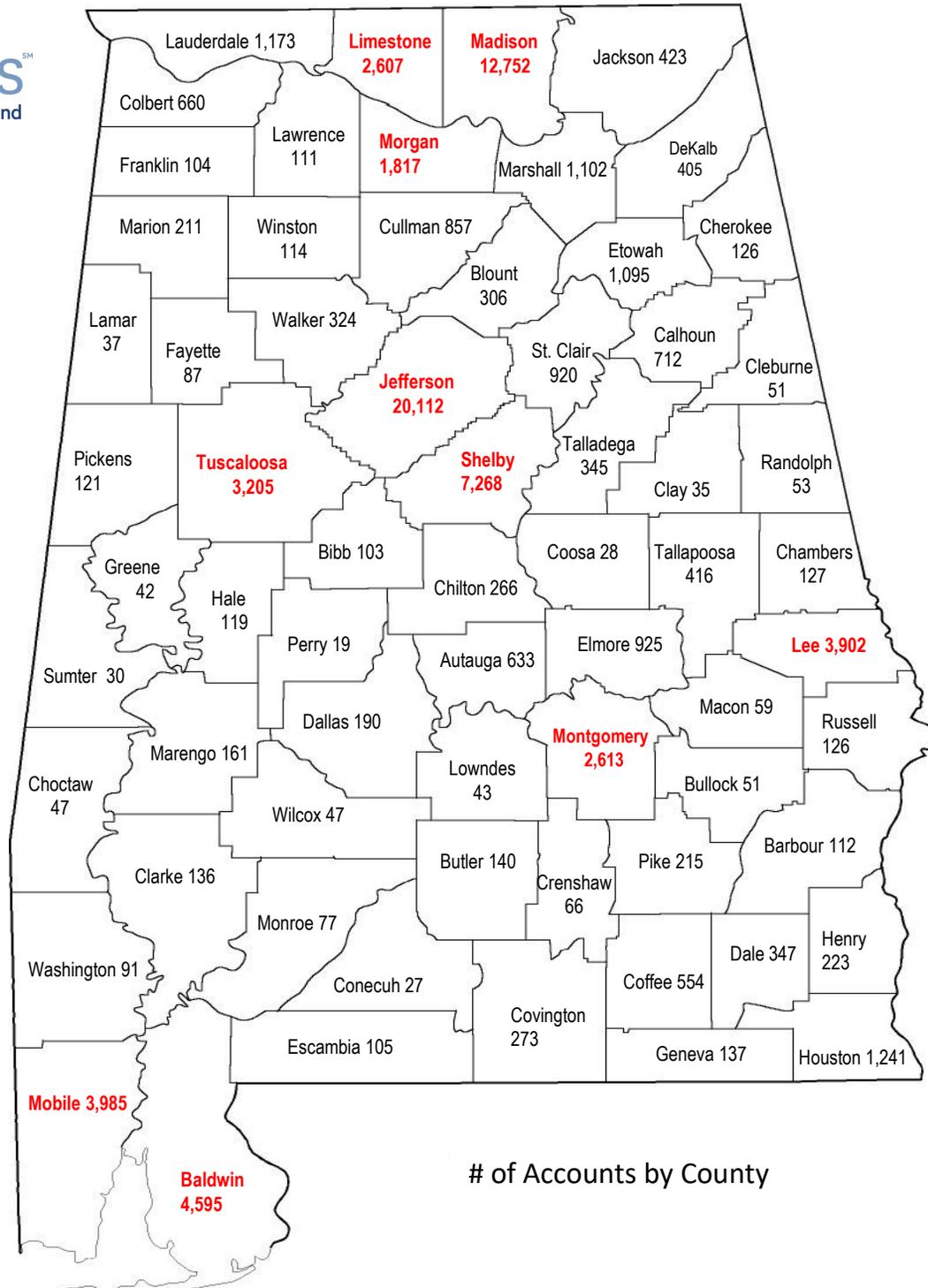
* Source: Strategic Insight and industry reports as of December 2024
U.S. Census Bureau July 1, 2024 population estimates

Market Value and Accounts – by County

(10 largest Alabama counties by # of accounts)

County	Dec 31, 2023 Accounts	Dec 31, 2024 Accounts	YTD 2024 Growth	% of AL Accts	Assets (mil)	% of AL Assets
1) Jefferson	19,121	20,112	5.2%	25.3%	\$650.6	32.6%
2) Madison	12,060	12,752	5.7%	16.1%	\$290.4	14.5%
3) Shelby	6,982	7,268	4.1%	9.2%	\$189.4	9.5%
4) Baldwin	4,295	4,595	7.0%	5.8%	\$105.0	5.3%
5) Mobile	3,764	3,985	5.9%	5.0%	\$102.8	5.1%
6) Lee	3,718	3,902	5.0%	4.9%	\$88.9	4.5%
7) Tuscaloosa	3,048	3,205	5.2%	4.0%	\$81.3	4.1%
8) Montgomery	2,506	2,613	4.3%	3.3%	\$88.6	4.4%
9) Limestone	2,419	2,607	7.8%	3.3%	\$50.5	2.5%
10) Morgan	<u>1,782</u>	<u>1,817</u>	2.0%	2.3%	<u>\$33.7</u>	1.7%
Totals	59,695	62,856	+ 5.3%	79%	\$1,670.9 bil	84%

County Map
(10 largest counties in red)



of Accounts by County

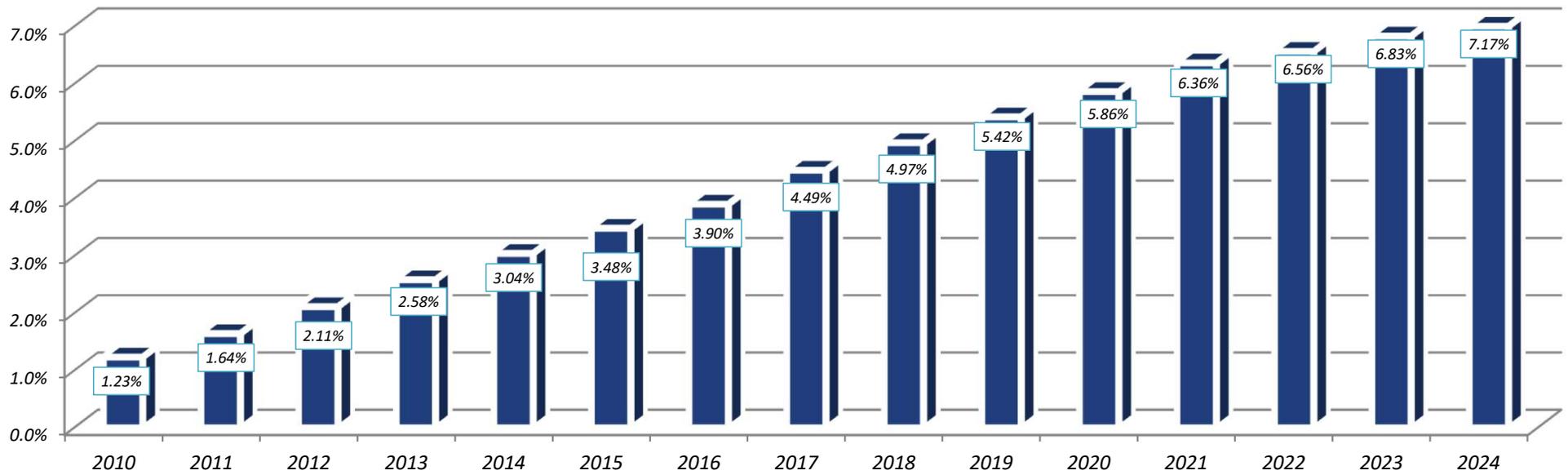
In-State “Success Rate”

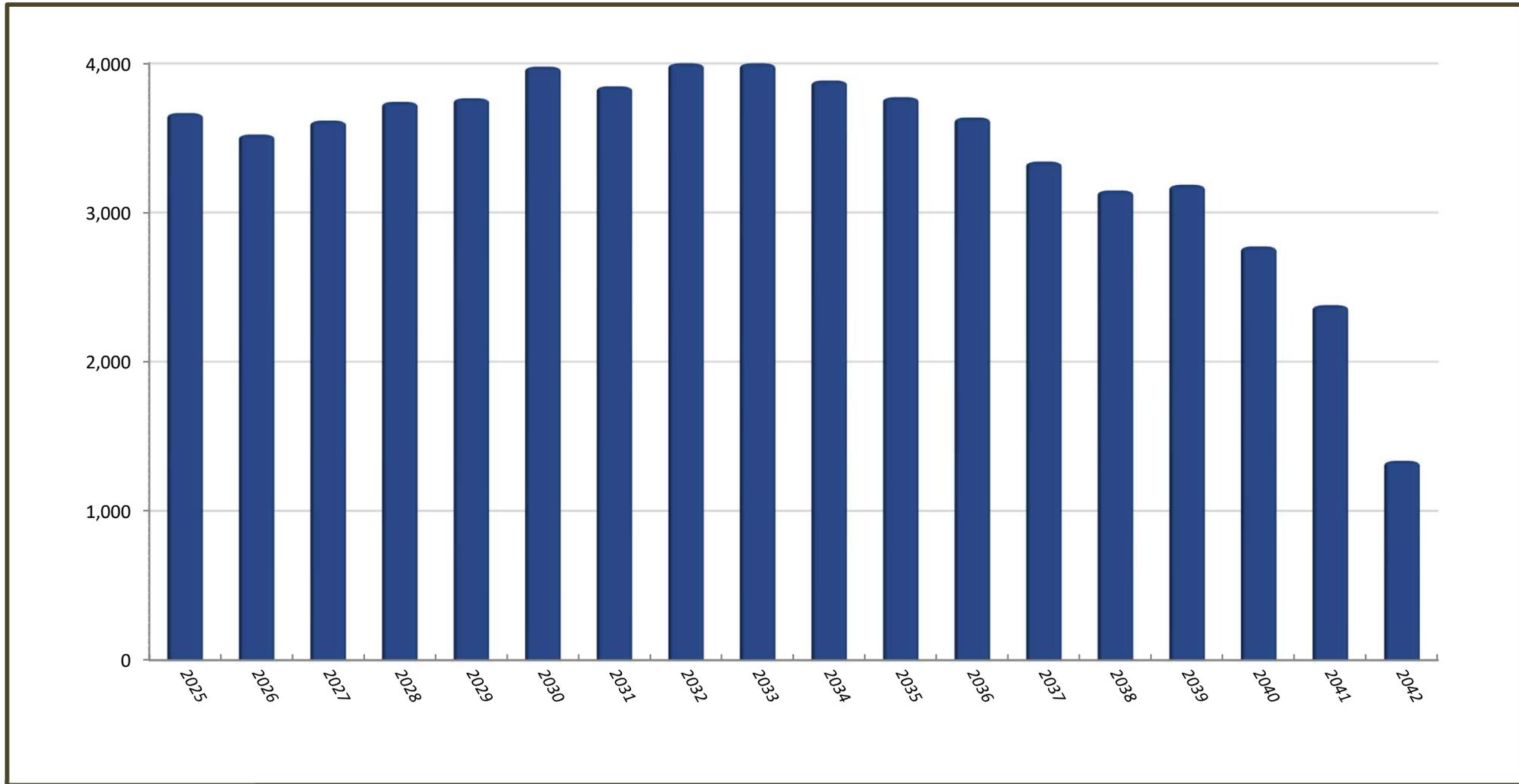
The following metric measures the number of CollegeCounts 529 accounts with an Alabama account owner. This is a key measure in regards to the effectiveness of the marketing and grass roots efforts in increasing the number of Alabama families who save for college.

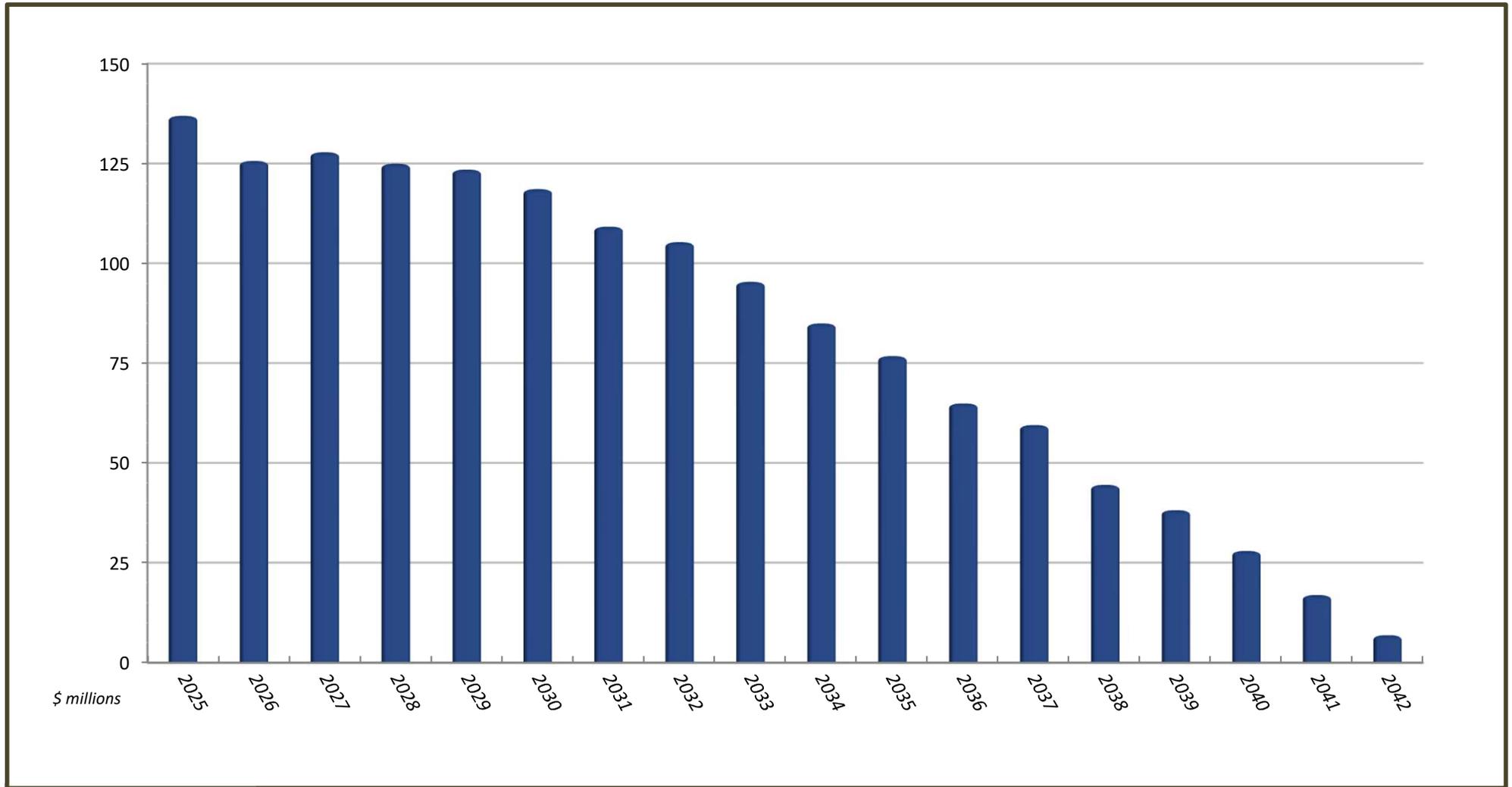
	<u>U.S. Census 2010</u>	<u>2016 Census Fact Finder</u>	<u>U.S. Census 2020</u>
Alabama Population	4,779,736	4,863,300	5,024,279
Population under age 18	1,132,459	1,096,823	1,107,113
Accounts with an Alabama Owner	79,404	79,404	79,404
In-State “Success Rate”	7.01%	7.24%	7.17%

Source: U.S. Census Bureau 2010 Demographic Profile
U.S. Census Bureau Fact Finder 2016
U.S. Census Bureau 2020

Calendar Year End

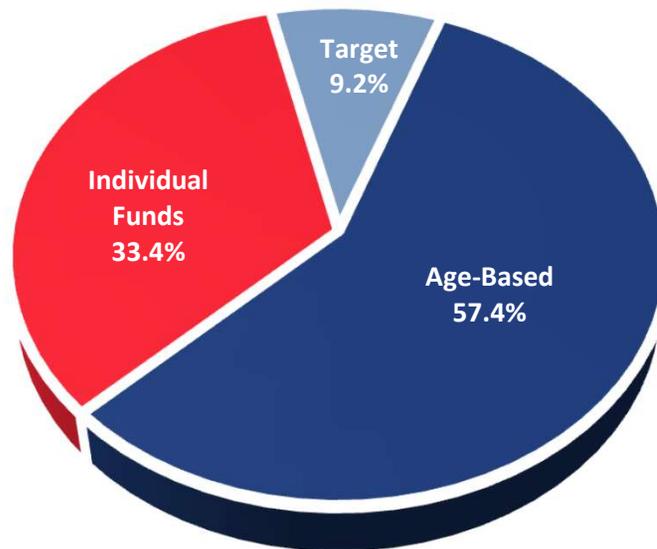






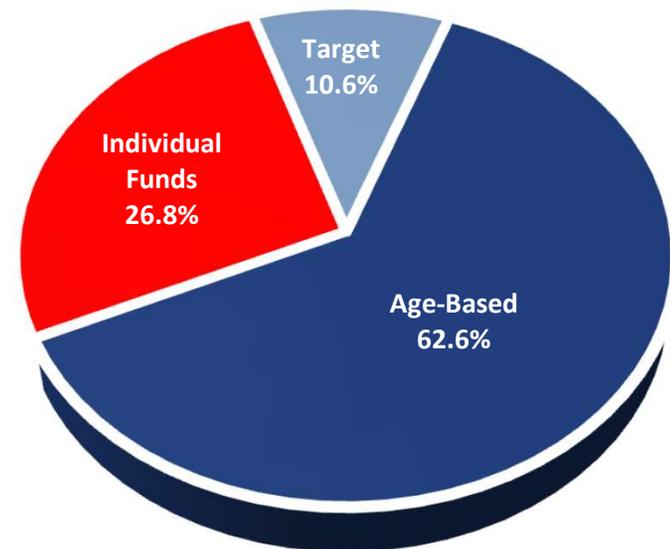
The Direct Plan offers investors:

- 3 Age-Based Tracks (*Aggressive, Moderate, and Conservative*)
- 6 Target Portfolios (*100% equity to 100% fixed*)
- 26 Individual Fund Portfolios



The Advisor Plan offers investors:

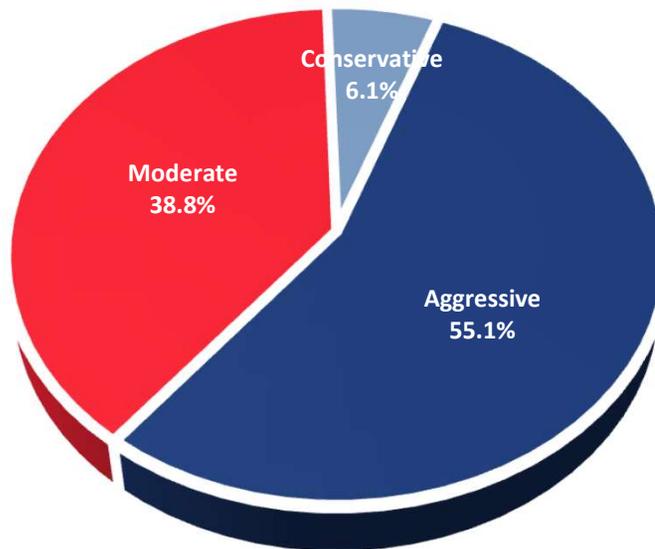
- 3 Age-Based Tracks (*Aggressive, Moderate, and Conservative*)
- 6 Target Portfolios (*100% equity to 100% fixed*)
- 24 Individual Fund Portfolios



Direct Plan

66.8% of investors utilize the 3 Age-Based Tracks

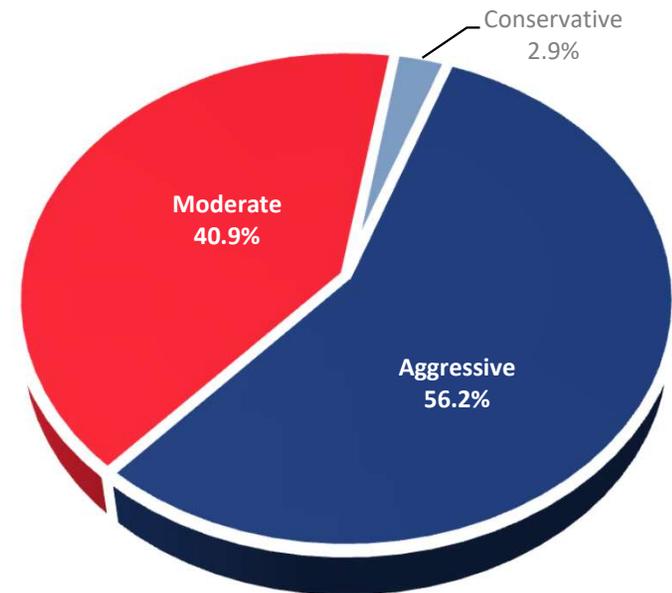
- Aggressive Track → 18,005 accounts and \$414.6mil
- Moderate Track → 12,660 accounts and \$273.5 mil
- Conservative Track → 1,983 accounts and \$31.6 mil



Advisor Plan

70.1% of investors utilize the 3 Age-Based Tracks

- Aggressive Track → 21,293 accounts and \$529.7 mil
- Moderate Track → 15,514 accounts and \$386.3 mil
- Conservative Track → 1,114 accounts and \$28.3 mil

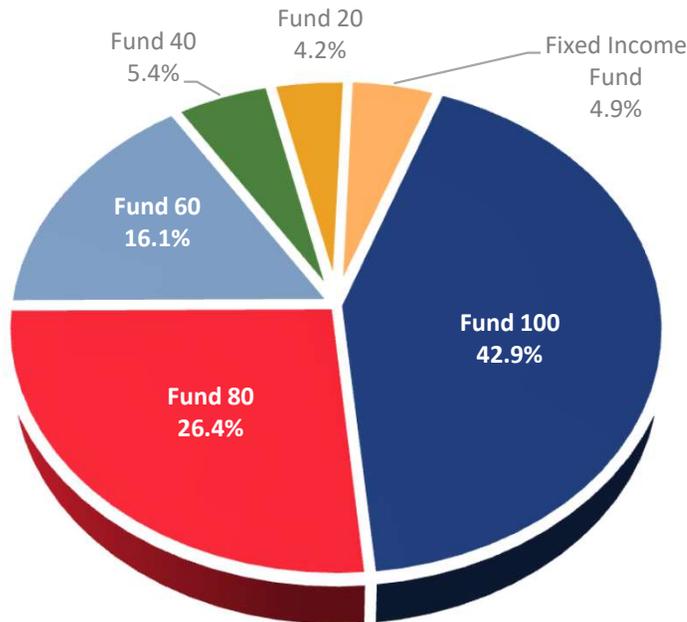


Based on number of accounts

Direct Plan

The 6 Target Portfolios are utilized by 7.5% of investors

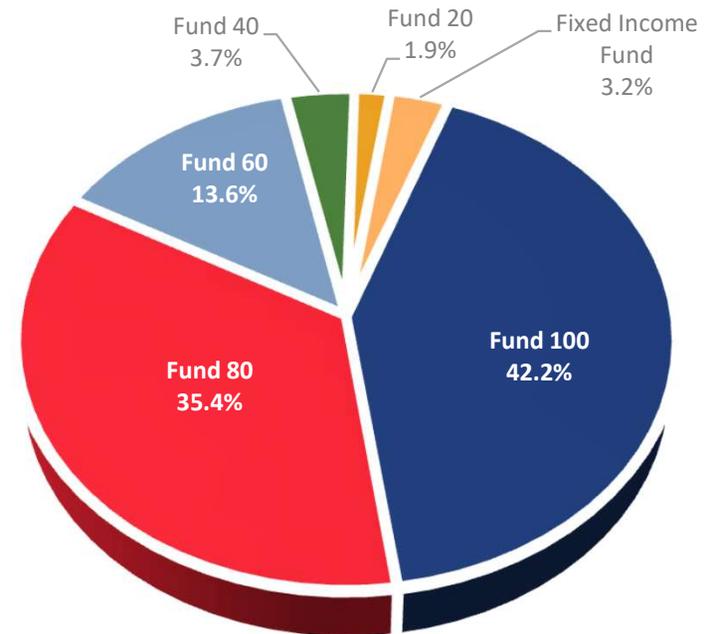
- Fund 80 & 100 → 2,510 accounts and \$89.1 mil
- Fund 40 & 60 → 757 accounts and \$20.7 mil
- Fixed Income & Fund 20 → 320 accounts and \$5.8 mil



Advisor Plan

The 6 Target Portfolios are utilized by 8.7% of investors

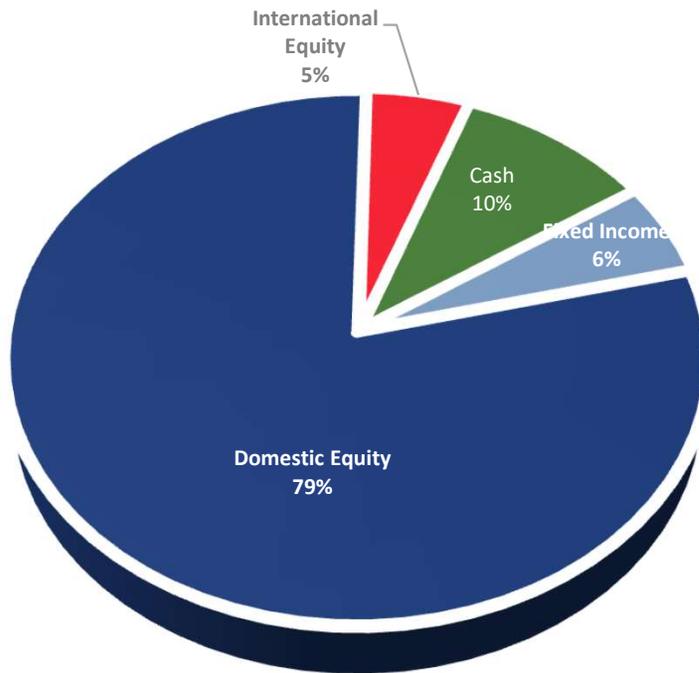
- Fund 80 & 100 → 3,664 accounts and \$128.3 mil
- Fund 40 & 60 → 826 accounts and \$29.3 mil
- Fixed Income & Fund 20 → 236 accounts and \$5.5 mil



Based on number of accounts

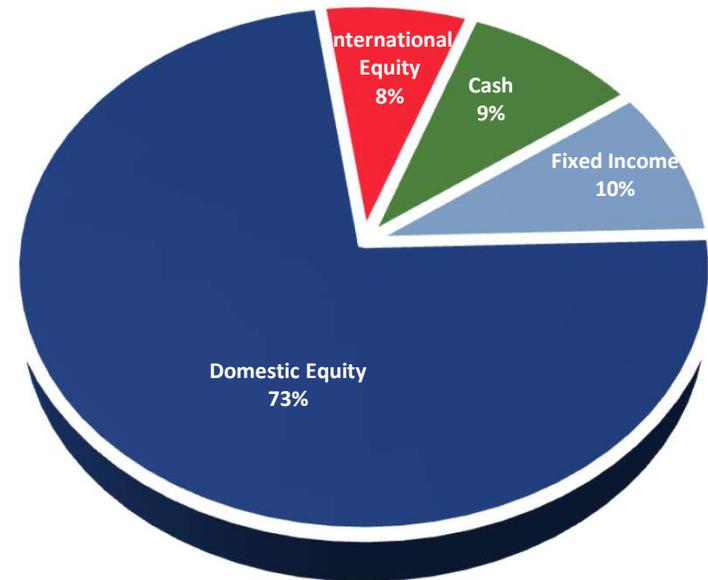
Direct Plan

26 Individual Fund Portfolios
Elections = 25.5% (33.4% of assets)
(average # of individual fund portfolios utilized = 3.2)



Advisor Plan

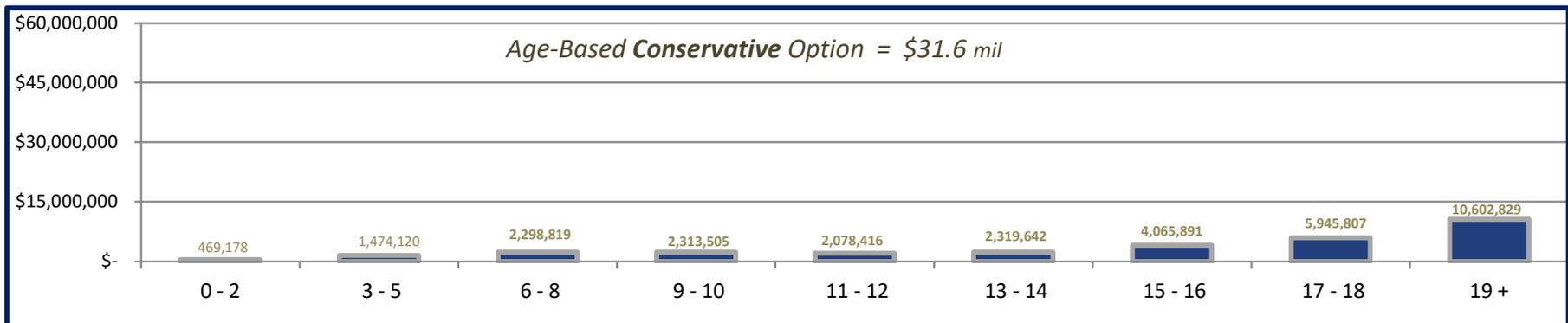
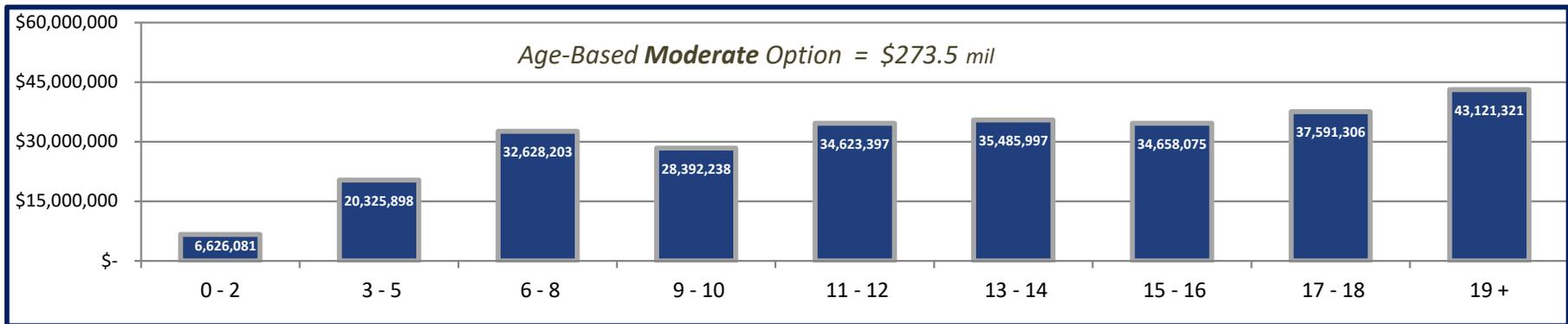
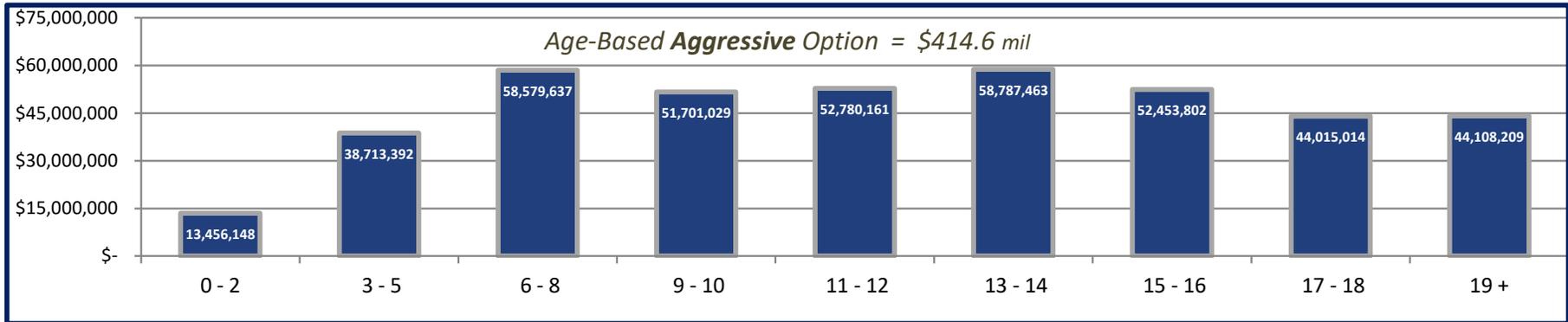
24 Individual Fund Portfolios
Elections = 20.9% (26.8% of assets)
(average # of individual fund portfolios utilized = 4.7)



Based on market value

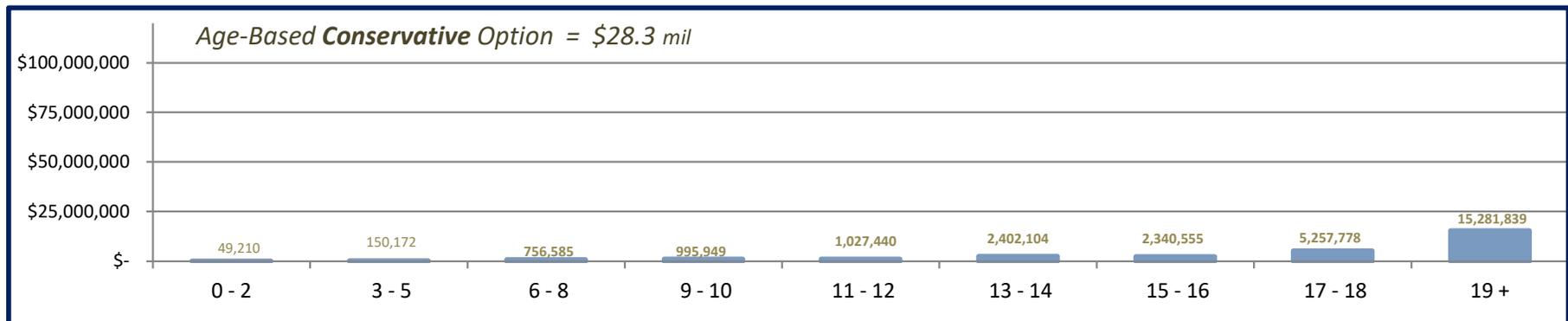
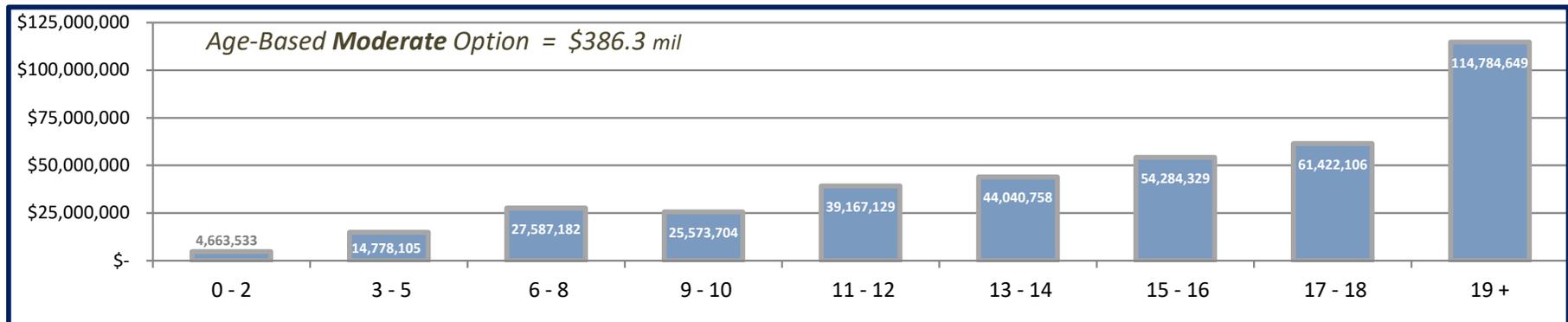
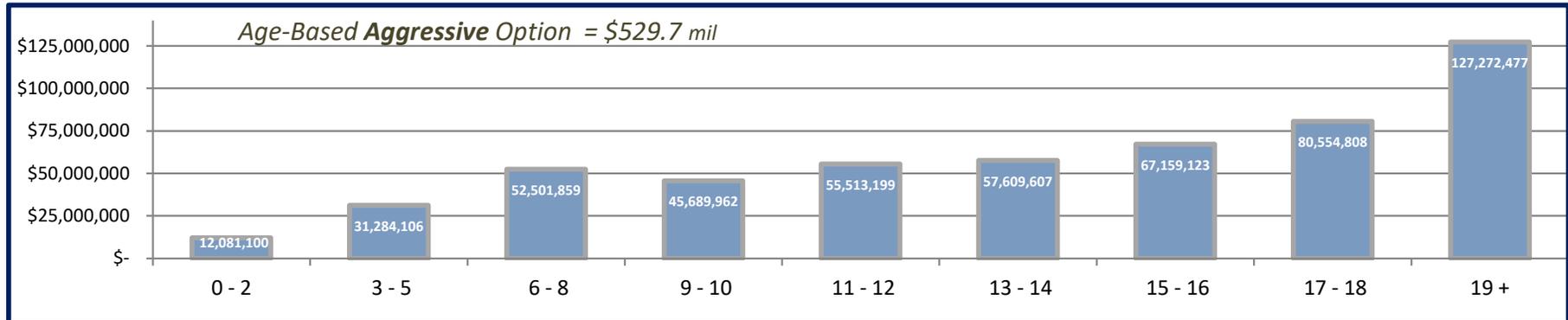
Direct Plan – Age-Based Portfolios

The Direct Plan offers 3 Age-Based Options. The charts reflect the dollars invested in each age-band within the 3 Age-Based options.

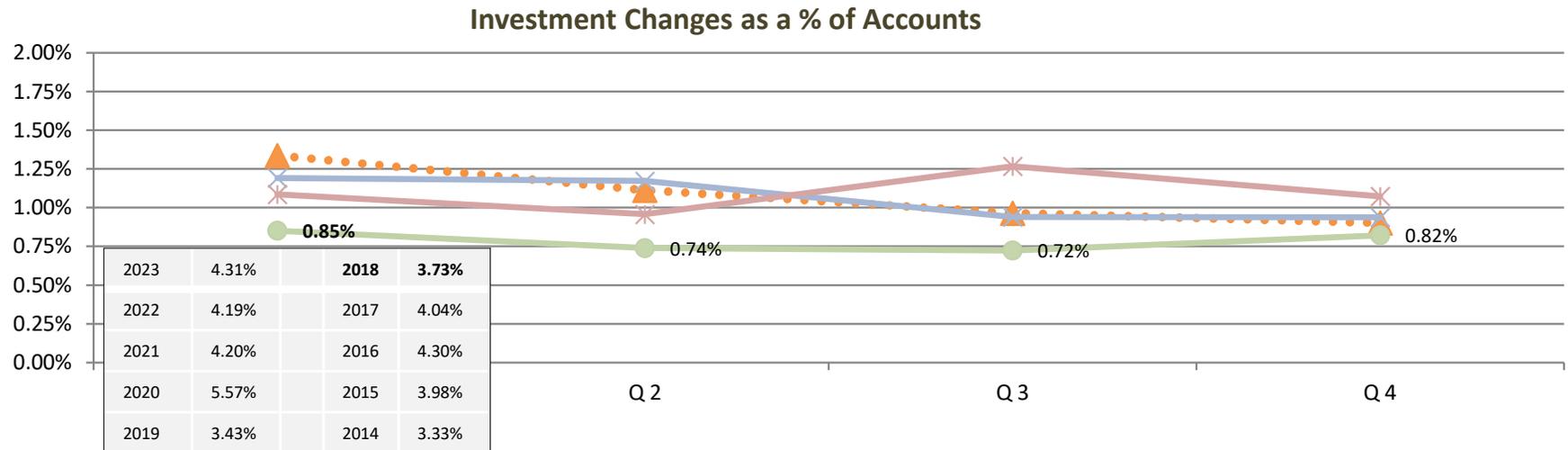
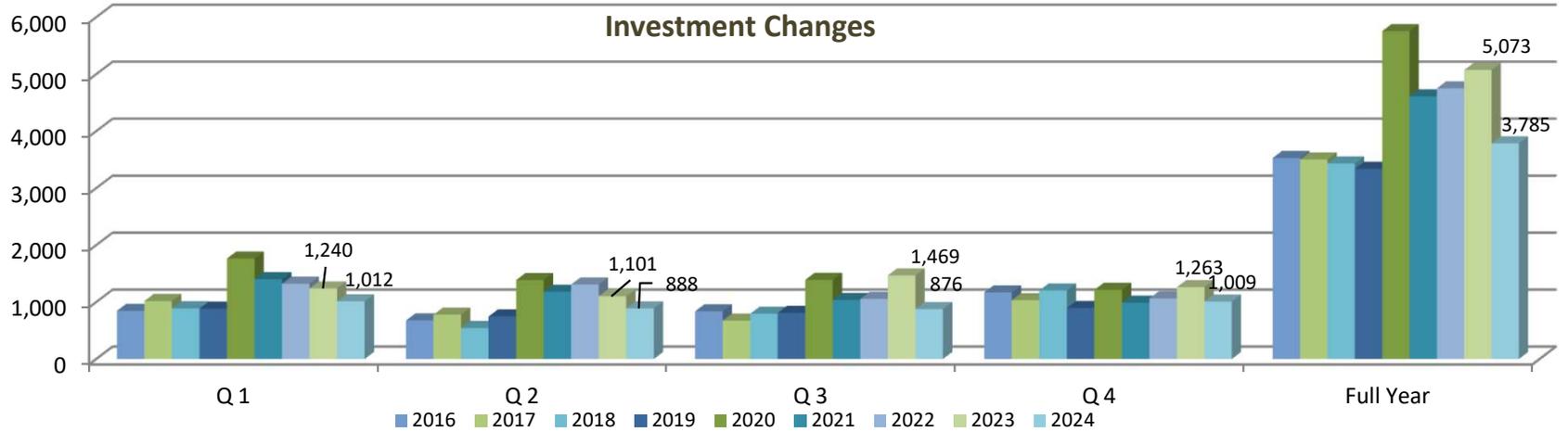


Advisor Plan – Age-Based Portfolios

The Advisor Plan offers 3 Age-Based Options. The charts reflect the dollars invested in each age-band within the 3 Age-Based options.



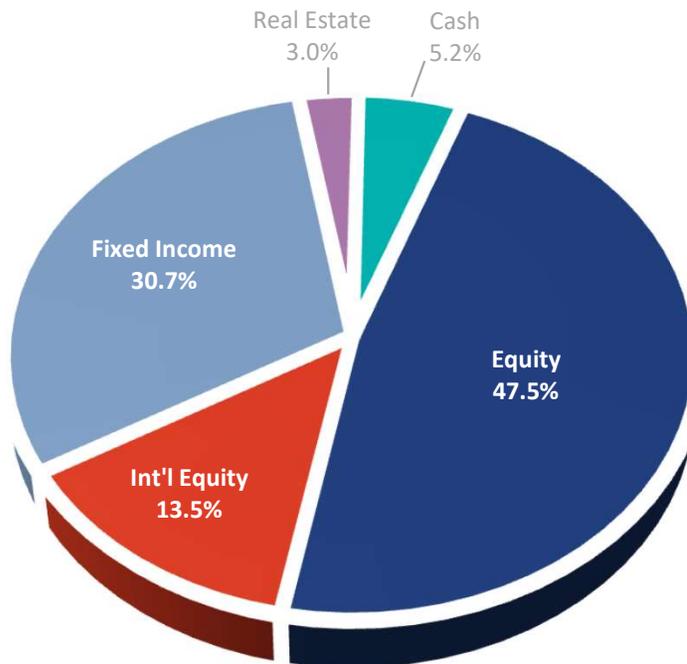
Investment Change Activity



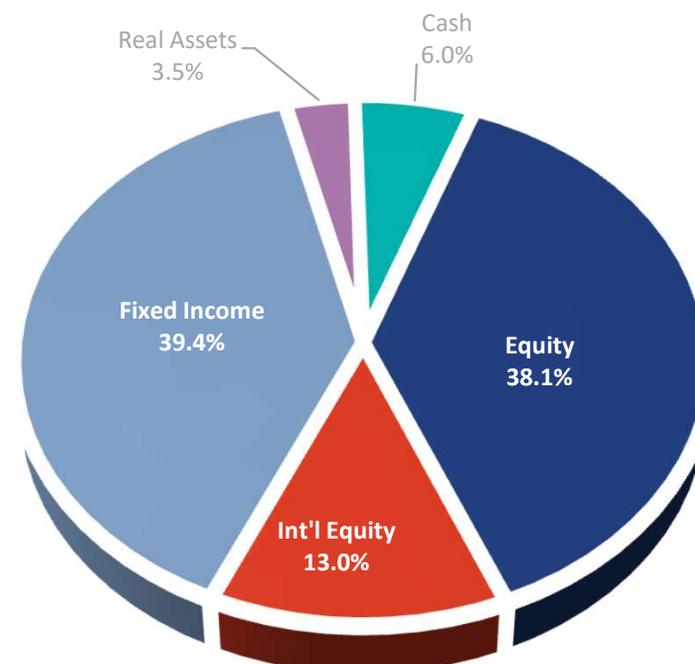
Overall Plan Asset Allocation

The following is a look through of all Age-Based, Target and Individual Fund Portfolios to the underlying stock/bond allocations. The Plans have solid diversification.

Direct Plan



Advisor Plan



Historical Asset Allocation

(Age-Based, Target & Individual Fund Portfolios Combined)

Direct Plan	9-30-10	12-31-10	12-31-11	12-31-12	12-31-13	12-31-14	12-31-15	12-31-16	12-31-17	12-31-18	12-31-19	12-31-20	12-31-21	12-31-22	12-31-23	12-31-24
Cash	9.6%	9.1%	5.7%	4.5%	4.1%	4.4%	4.5%	4.1%	3.8%	4.5%	4.3%	4.8%	4.2%	5.6%	5.4%	5.2%
Fixed Income	28.3%	27.1%	29.9%	30.3%	28.0%	28.3%	28.0%	33.7%	33.1%	33.8%	33.2%	33.0%	31.6%	32.8%	31.0%	30.7%
Real Estate	1.5%	1.6%	1.9%	3.6%	3.6%	3.9%	3.8%	4.4%	4.2%	4.0%	4.0%	3.7%	3.8%	3.3%	3.1%	3.0%
Domestic Equity	45.8%	47.0%	47.6%	42.3%	44.9%	44.5%	44.9%	42.0%	42.7%	42.4%	43.3%	44.0%	46.2%	43.9%	46.6%	47.5%
International	14.9%	15.2%	15.0%	19.3%	19.4%	18.9%	18.9%	15.7%	16.3%	15.2%	15.2%	14.6%	14.2%	14.3%	14.0%	13.5%

Advisor Plan	9-30-10	12-31-10	12-31-11	12-31-12	12-31-13	12-31-14	12-31-15	12-31-16	12-31-17	12-31-18	12-31-19	12-31-20	12-31-21	12-31-22	12-31-23	12-31-24
Cash	4.6%	4.2%	4.8%	4.7%	4.2%	4.0%	4.5%	4.0%	3.8%	4.4%	4.4%	5.2%	4.8%	6.2%	6.0%	6.0%
Fixed Income	27.0%	26.5%	28.1%	33.9%	32.7%	33.4%	34.3%	41.6%	41.2%	42.7%	42.1%	41.8%	40.7%	41.6%	40.0%	39.4%
Real Assets	1.5%	1.4%	1.5%	2.9%	2.9%	2.9%	2.9%	3.7%	3.7%	3.6%	3.7%	3.5%	3.6%	3.4%	3.5%	3.5%
Domestic Equity	45.7%	46.3%	43.9%	40.2%	41.8%	41.8%	41.0%	36.7%	37.0%	35.7%	36.2%	36.1%	37.5%	35.7%	37.7%	38.1%
International	21.3%	21.5%	21.7%	18.2%	18.4%	17.9%	17.4%	14.0%	14.3%	13.7%	13.7%	13.3%	13.3%	13.1%	13.2%	13.0%

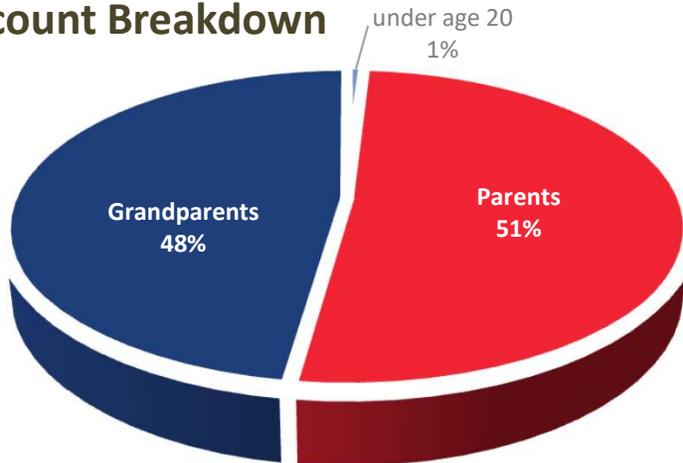
Account Owner Statistics

	Account Owner Age	# of Accounts	%	Market Value	%	Average Account Size
Parents	Under age 20	1,005	1.0%	\$31.9 mil	1.2%	\$31,679
	20 – 34	7,201	7.0%	\$87.1 mil	3.2%	\$12,096
	35 – 49	45,612	44.3%	\$1.151 bil	41.7%	\$25,232
Grandparents	50 – 64	29,225	28.4%	\$948.2 mil	34.3%	\$32,445
	65 plus	19,899	19.3%	\$543.5 mil	19.7%	\$27,311
	Totals	102,943		\$2.762 bil		\$26,827

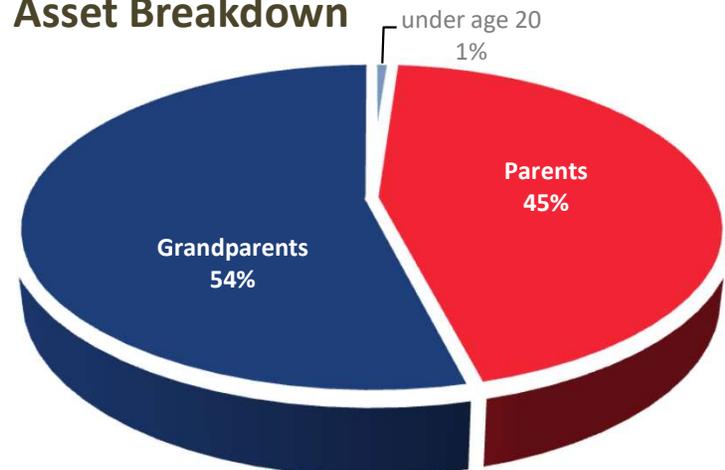
Average Age of Account Owner = 52.3
 Direct = 49.0 years Advisor = 54.5 years

Average Account Size
 Direct Plan \$25,658
 Advisor Plan \$27,883

Account Breakdown



Asset Breakdown

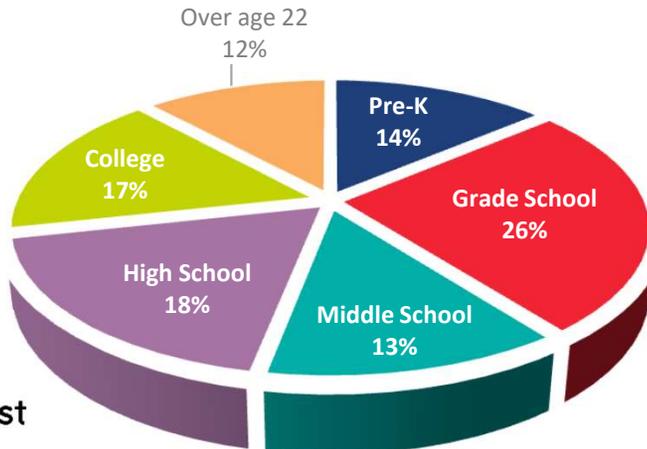


Age of Beneficiary	# of Accounts	%	Market Value	%	Average Account Size
Pre-K (< 5)	14,221	13.8%	\$155.9 mil	5.7%	\$10,963
Grade School (5 – 10)	26,433	25.7%	\$574.9 mil	20.8%	\$21,748
Middle School (11-13)	13,975	13.6%	\$434.5 mil	15.7%	\$31,093
High School (14-17)	19,035	18.5%	\$698.0 mil	25.3%	\$36,666
College (18-22)	17,134	16.7%	\$570.5 mil	20.7%	\$33,293
Over age 22	12,144	11.8%	\$327.8 mil	11.9%	\$26,993
Totals	102,943		\$2.762 bil		\$26,827

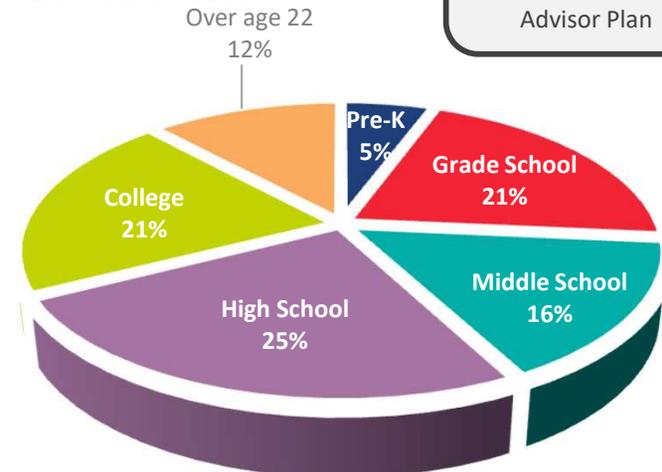
Average Age of Beneficiary = 14.3
 Direct = 12.2 years Advisor = 15.7 years

Median Account Size
CollegeCounts \$10,631
 Direct Plan \$11,161
 Advisor Plan \$10,239

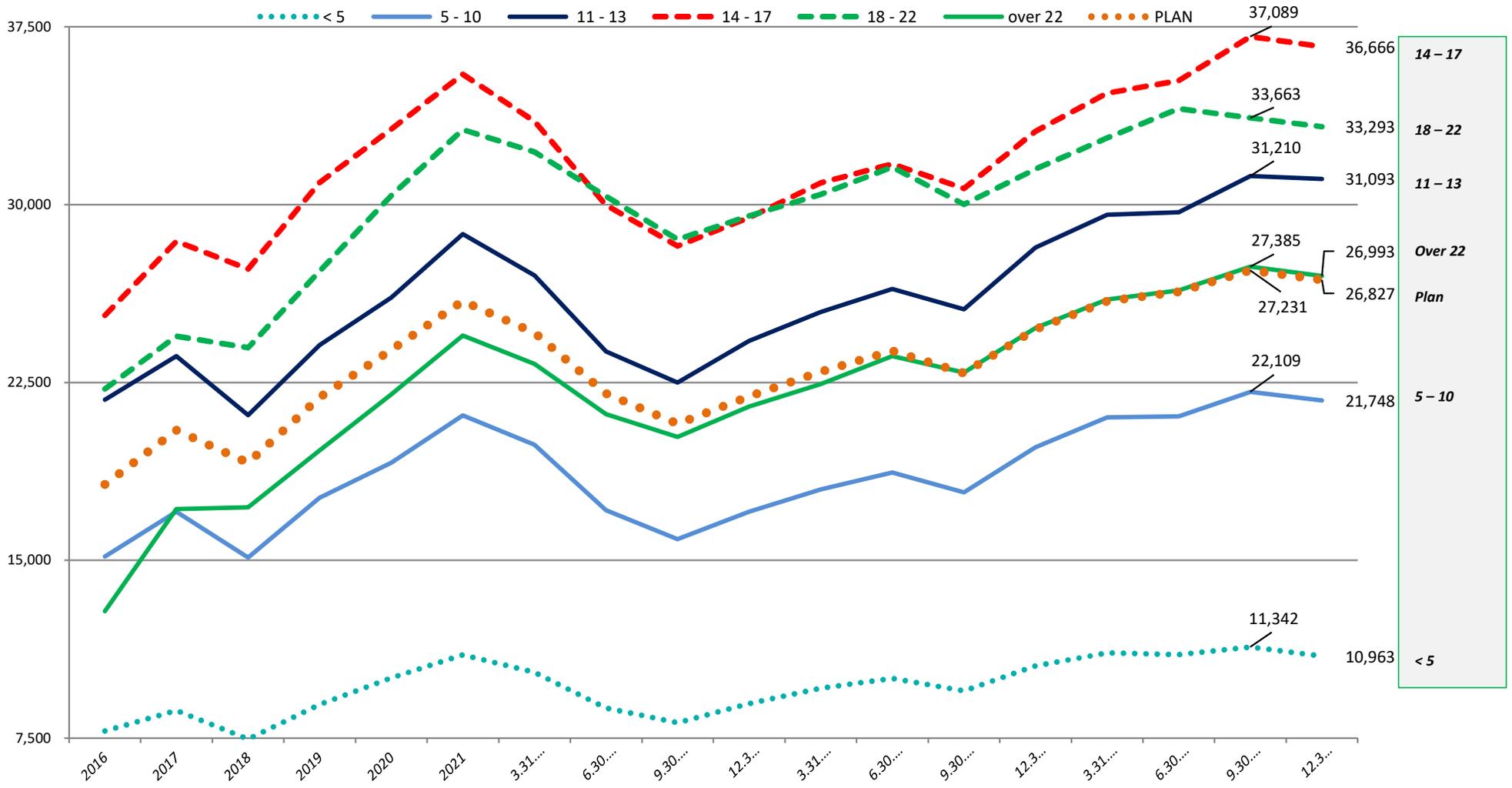
Account Breakdown



Asset Breakdown

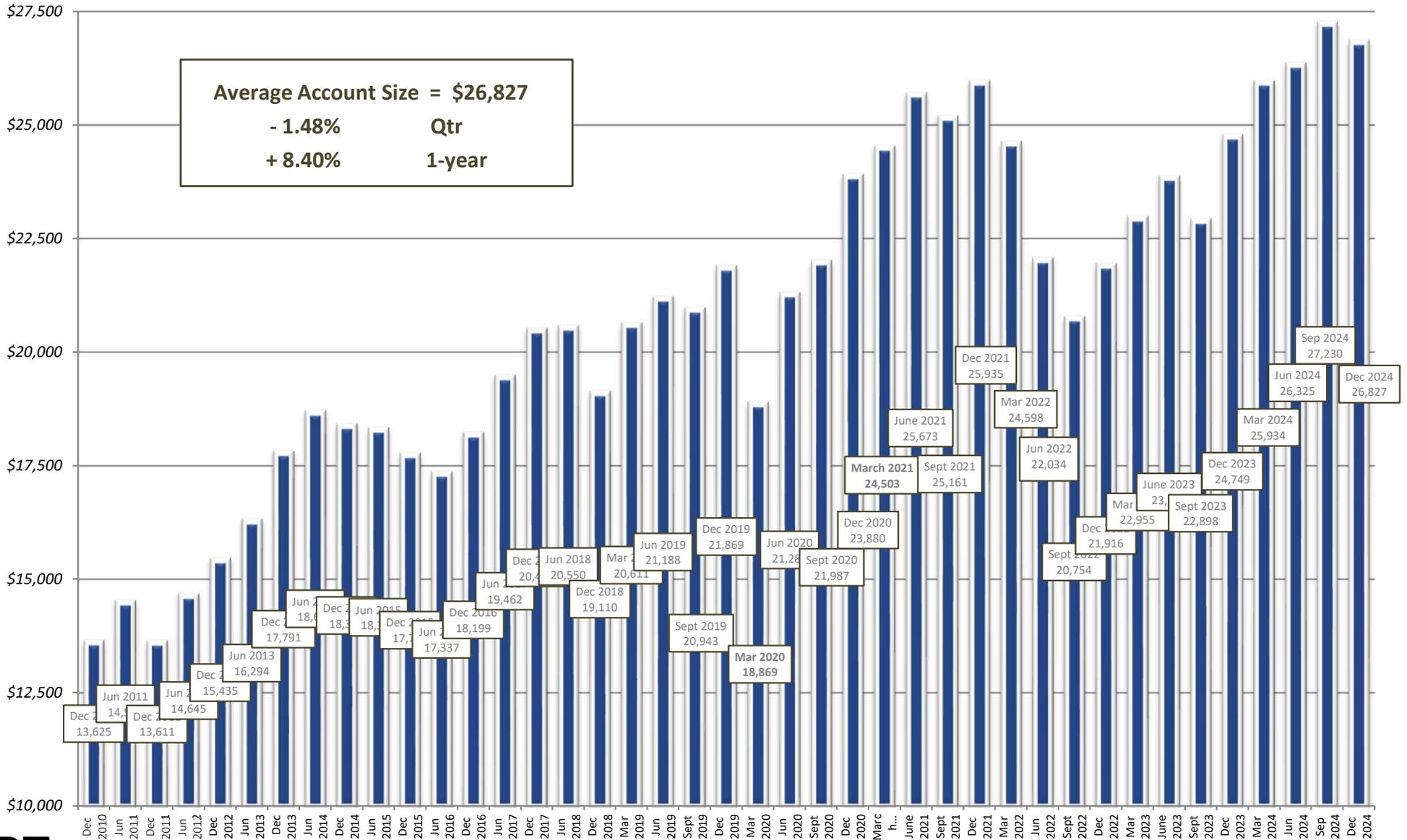


Avg Balance by Age Bands



Beneficiary age	< 5	5 - 10	11 - 13	14 - 17	18 - 22	Over 22
CY 2024 change	+ 3.9%	+ 10.0%	+ 10.3%	+ 10.8%	+ 5.7%	+ 8.8%

Average Account Size



The CollegeCounts 529 Fund is a qualified tuition program under Section 529 of the Internal Revenue Code that is offered by the State of Alabama, administered by the Board of Trustees of the ACES Trust Fund (the "Trust" and plan issuer), marketed as the CollegeCounts 529 Fund, and Union Bank and Trust Company serves as Program Manager. Northern Trust Securities, Inc. serves as Distributor for the Advisor Plan. Except for any investments in the Bank Savings 529 Portfolio up to the limit provided by Federal Deposit Insurance Corporation ("FDIC") insurance, neither the principal contributed to an Account, nor earnings thereon, are guaranteed or insured by the FDIC, the State of Alabama, the State Treasurer of Alabama, the Board, the Trust, the Program, any other state, any agency or instrumentality thereof, Union Bank and Trust Company, Northern Trust Securities, Inc., or any other entity. Investment returns are not guaranteed, and you could lose money by investing in the Plan.

An investor should consider the investment objectives, risks, and charges and expenses associated with municipal fund securities before investing. This and other important information is contained in the fund prospectuses and the CollegeCounts 529 Fund Program Disclosure Statement (issuer's official statement). Please read it carefully before investing. For a copy call 866.529.2228, visit CollegeCounts529.com or CollegeCounts529advisor.com, or contact your investment professional. You can lose money by investing in a portfolio. Each of the portfolios involves investment risks, which are described in the Program Disclosure Statement.

An investor should consider, before investing, whether the investor's or designated beneficiary's home state offers any state tax or other state benefits such as financial aid, scholarship funds, and protection from creditors that are only available for investments in such state's 529 plan. Investors should consult a tax advisor.

NOT FDIC INSURED* | NO BANK GUARANTEE | MAY LOSE VALUE
(*Except the Bank Savings 529 Portfolio Underlying Investment)



CollegeCountsSM

Alabama's 529 Fund

Call Center Activity
February 19, 2025

Period ended
December 31, 2024

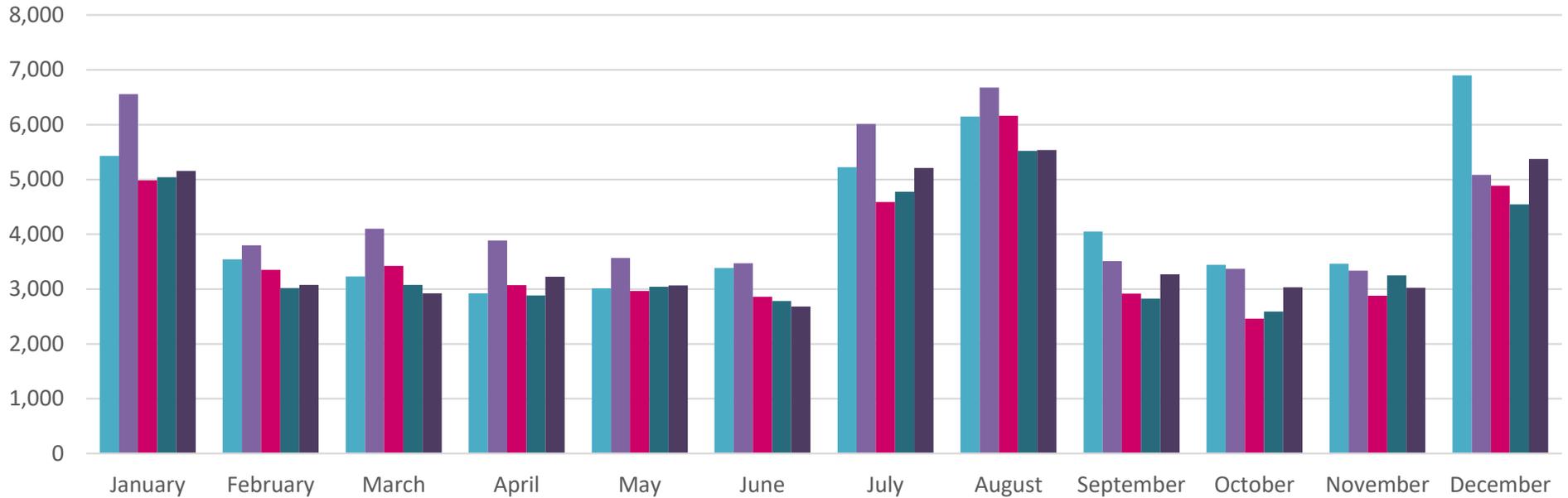
UBT
Union Bank & Trust
Program Manager



*Offered by the
State of Alabama*

Call Volumes

■ 2020 Calls ■ 2021 Calls ■ 2022 Calls ■ 2023 Calls ■ 2024 Calls



	<u>2022</u>	<u>2023</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>YTD 2024</u>
# of calls	44,563	43,368	5,158	3,079	2,922	3,226	3,070	2,684	5,210	5,536	3,270	3,037	3,026	5,372	45,602
Answer Rate with a live voice	96.1%	96.6%	93.9%	95.1%	96.8%	97.3%	98.3%	98.7%	97.7%	95.5%	93.4%	99.1%	98.1%	96.5%	96.5%
Average Speed of Answer	0:50	0:45	1:30	0:50	0:54	0:27	0:17	0:16	0:27	1:03	1:22	0:13	0:19	0:45	0:45

Q4 2024 - Most Common Topics & Comments

- 2024 Contributions
 - Confirming Total Contributions
 - Confirming Deadlines for Tax Deduction
 - How to make a Contribution
- Rollover Inquiries
 - How to Complete a Rollover to Qualify for Tax Deduction
 - Status Updates for Rollover Requests
- 2024 Withdrawals
 - Transaction Requests for 2024 Expenses
 - Preparing for 2nd Semester Expenses
- New Account/New Customer Inquiries
 - Confirming account was established
 - Assisting with initial creation of Online Access
 - Advisor assistance with viewing accounts/linking them to internal systems
- Online Access Assistance
 - Unlock/Reset Online Access
 - Navigating the portal
- General Account Inquiry
 - Previous Transaction Inquiry
 - Account Balances

4th Quarter 2024 Investor and Advisor Compliments

- *I have had plans for all my grandkids. **I am going to tell all my friends how great the program is and that they should use it for their grandkids. I am a teacher and am going add my encouragement to invest in the plan when I give my annual talk to the parents.***
- *You have been great, thank you! I know **when I call your plan I'm going to get great service.***
- ***This is an amazing plan. I tell everyone about how awesome it is.***
- *You guys are great! **I never have to wait to a long time to talk to someone and NEVER have to push 100 buttons before I speak to a live person.** I am so glad that I rolled my accounts over to you guys.*
- *You guys are **always a pleasure to work worth.** I am **excited to open more 529 plans for more clients.***
- *If I unretire, I'm going to hire you and put you on full time. **It is so nice to get this kind of help.** Tell your supervisor and old agent bragged on you. I've got to talk about service when it is good. Thank you very much.*
- *[Received in response to a webinar] **Thank you for an informative hour.** As a former guidance counselor and grandparent with several 529's I appreciate your information.*
- *You have **made this so easy.** It is obvious that you know what you are doing, and I can not thank you enough.*
- *I just wanted to let you know that one of your agents is amazing, and we really appreciate his help. We have spoken to him several times in the past year – **great attitude and very helpful.***
- *The representative was **professional, knowledgeable, helpful and patient.***
- *[Received in response to a webinar] Thank you for the seminar. It was very **clear, helpful, interesting, and informative.** Thank you very much.*
- *I know that when I call about my plan that it is going to be a **great experience.** Your whole team is always a **pleasure to speak with.***

4th Quarter 2024 Investor and Advisor Compliments

- You are **impeccable**. I can tell you have an enormous amount of **patience**, that makes me smile. You were the best. **You've been amazing**.
- I had a million questions today and you were so **patient and very helpful!** Thank you!
- [A website email response] Thank you for your help. This was a **helpful and thorough response**. I am glad that I decided to change programs.
- Thank you for your help today, **you were wonderful, awesome and just a delight**.
- You have been **so helpful**. Before speaking to you I was confused and not sure how to resolve the situation. Thank you for taking the time to walk me through the entire process.
- [To a Website Email Response] **You are amazing** and thank you! Can't believe the responses come so quickly.
- Thank you for getting the information to me **so quickly, and for going the extra step** of helping me get the information back to you just as quickly. This was the true definition of **going above and beyond**.
- The representative really **knows her stuff**, she is **always helpful**. When I tell her I want to send a check via UPS she knows exactly what I am talking about. She completes the request in a **speedy and efficient** manner. **She is just great!**
- To be truthful, you've been one of the **most reliable contacts across all my custodians**. I would be genuinely saddened to not have you as a resource.
- Your representative was **very knowledgeable and friendly**. It was a pleasure speaking with her today.
- I had such a positive talk with one of your representatives today. I appreciated her **patience** when helping me. I am **so glad that I am investing with you**.
- I appreciate that you guys **always answer the phone so quickly**. I know that when I call you it is going to be **quick and efficient**.

3rd Quarter 2024 Investor and Advisor Compliments

- **5 out of 5 Stars. 10 out of 10 on customer service, technical knowledge, understanding my issue, communicating effectively and very patient.**
- *I just wanted to do a **MAJOR shout out for the great customer service** I received from your representative this afternoon. It is so **rare to get personal one-on-one attention** when calling a toll-free number for customer service. She **left me more confident** in how we are managing our children's 529 plan. She was **friendly, professional, open minded, and engaging** to talk to today.*
- *The representative helped me so much and did an **excellent job** taking care of me this morning. I am very pleased, and despite my worries with the market, it has been wonderful. **Opening a 529 account has been the best thing that we have done**, and it was such a blessing to not have to worry so much about college expenses.*
- *I want to **thank you guys for not going completely to an automated phone system. It is great to call and get a real person!***
- *This plan has been great, the **ease of the online system and the great customer service when we call** makes the whole process of having 2 kids in college and a 3rd starting law school **so much less stressful**.*
- *Your representative did a great job helping me several questions. She was **quick, responsive and pleasant**.*
- *Thank you very much for getting back to me so quickly. This information was helpful, **exactly what I needed**. Thank you!*
- *I **always go straight to your plan** when talking to clients with children because it is **easy to use**.*
- *The representative was **lovely** when I called, **told me exactly what was needed** to complete my inquiry.*
- ***Every time I call, I get someone who understands what I am saying and can take care of my needs.***
- *Your plan is **one of the highest rated 529 plans** and your program is **really compelling**. I **very happy** with the plan. **The customer service team is very friendly and responsive**.*
- *On a side note, **both times we called today – your team provided great service** to my parents and I. **Very helpful, very responsive**.*
- *The representative was very **knowledgeable, informative and so polite**.*
- *I just wanted to pass along a BIG Thank You to everyone there. I had also called in this morning and customer service has been **so helpful**, and **you answer right away**.*

3rd Quarter 2024 Investor and Advisor Compliments

- **My experience with you has been great** and customer service is hard to find these days but you're on top of it. Your 529 plan is more robust than ever.
- Thank you so much for taking the time to find the answer to my question and calling me back so quickly with a resolution. **That is what customer service is all about.**
- The representative was **extremely helpful.** She was **patient and walked me through** all of the forms that I needed. She never tried to rush me off the phone and laughed at my terrible jokes. She **epitomizes great customer service** and what it takes to be a good human being.
- I **really like the investment options** that you provide, and the service I have received has always been above standard.
- The representative was **so patient with me and took the time** to answer all of my questions. Some he even answered twice and did not get frustrated with me.
- Your representative is a customer service asset to your business. **I wish that when I called other places, a real person would answer and be as helpful as she was!**
- **I love being able to do transactions for my clients online,** it makes everything easier from a time and efficiency standpoint. Your plan is **so much easier to work with than other plans and any new 529 business that I have will be coming your way.**
- I would love to shout you out to your supervisor! You've been **amazing.** You made this whole thing **so easy.** Thank you for your **patience** and helping me get this resolved.

Compliments from our August webinars:

- **Very helpful presentation.** Thank You. Sections 1099-Q's, housing expenses and timing of withdrawals were especially helpful.
- The webinar was **really well-done and had a lot of great information!** I also shared the webinar information with my adult children and hope that they will join a future webinar as well.

2nd Quarter 2024 Investor and Advisor Compliments

- **This plan has been fabulous** for both of my grandchildren. **My granddaughter was even able to get a Masters degree and still has money left!**
- You guys are **super helpful** and **one of the best 529 plan I've worked with**, and I have been doing this for a LONG time.
- I talk to various customer service departments and plan administrators all day. You were one of the most **kind and knowledgeable** people I have spoken with.
- **The 529 program is wonderful!** The customer service agent helped me with a series of questions. She was **calm and attentive** and sent me in the right direction. Thank you so much for helping me as a parent manage this plan. Yay team!
- **You guys are fantastic.** You **make my life easy**. I can set and forget (clients' portfolios) knowing you're taking care of it (the investment allocation).
- The representative enlightened me with all the useful recent updates. Before the call I wasn't even thinking about 529 plans but **now I will consider your plan first.**
- I called and talked with one of your customer service agents. She was **knowledgeable, nice and helpful!**
- Thank you for **going the extra mile for us**. We are older and appreciate when people take the extra time needed to assist.
- That was a **wonderfully fast response**. If only other companies answered as quickly as you!
- I always receive **friendly and accurate service** when I call customer service, I find it really **refreshing**.
- The customer service agent helped me fill out some forms. She was very **helpful, non-judgmental, so patient, and was a breath of fresh air in a very difficult time....**Thank you for having such an **amazing person** on your team! **She made it such an easy process.** I could not have done this at all on my own, and she made it so I didn't have to worry about anything and guided me through every step. She was **truly a gift from God** to me today that I really needed!...She went **above and beyond** what she had to do. Thank you!"
- Thank you for all the assistance in setting up my account, **everyone there is so knowledgeable.**
- Thank you very much for your very **prompt, thorough and helpful** clarification of my two questions. I also appreciate you taking the time to inform me of the documentation to keep for my records.
- **This is a wonderful investment in children's future.**

2nd Quarter 2024 Investor and Advisor Compliments

- *My daughter and I spoke with a customer service agent, who was **wonderful**. He was **extremely knowledgeable, knew exactly what we needed, and got it all done**. He asked the right questions, and he solved our problem. I was so impressed with him. Right now he is the face of your company. A very good face, I might add. **I love your organization**, but I especially love this young man.*
- *You guys are so **easy to work with**, I hope that never changes!!*
- *The representative was very nice. **She went out of her way** to help me. She was **very cordial and took the time** to ensure that I understood everything.*
- ***I love this 529 program** and appreciate that you call to see if we need more materials, which helps us promote the plan.*
- *I was very **impressed with the service** that I received today. Everything was **done efficiently**, and I was given **straightforward answers**.*
- ***Love the program and I even use it for my own kids**, including my son who will be going to college in the fall.*
- *Thank you for your **fast and complete** answer to my question. I couldn't believe I was getting a response this quickly when I had called in after hours. Wow.*
- *Your representative seems to always be the person that I talk to whenever I have a question. She is **knowledgeable and able to assist** with any questions that we may have with one of the 300+ accounts that we have.*
- *The customer service agent was **very patient** with me, he **took the time to walk me through** everything thoroughly. He was nice and I was very impressed with him. **Everyone that I have talked to when calling in has been patient, I appreciate everyone there**.*
- *The customer service agent was **fantastic**. I appreciate everything she did to help. I would recommend her to anyone.*
- *The customer service agent was very **professional and attentive to my needs**. Thank you for employing someone like her.*
- *I just want to thank you guys because **every time that I call, everyone is so helpful and knowledgeable**.*
- ***I always look at your plan first** when considering opening a 529 account for our clients and will choose you unless the client lives in a state that requires them to invest in their state's plan. I even have accounts for my children, including one that is currently in college.*

1st Quarter 2024 Investor and Advisor Compliments

- ***Whenever I call, your entire team is so helpful.*** That is hard to get these days.
- The customer service agent was ***AMAZING***. She was ***patient and knowledgeable***. Her voice was ***calm***. Her tone was ***thoughtful***. My needs were met, and my questions answered. She went ***above and beyond anticipating*** what and how I needed to proceed. She was ***EXCELLENT*** and I would most certainly hire her.
- Thanks for your help! I've been ***very happy with the 529 program so far***. ***We have eight grandchildren, and seven of their educations are fully funded, with the eighth on the way!***
- I wanted to start this call by saying ***it is always such a pleasure to talk to you guys. I've been calling for years and years and I always have a great experience.***
- ***I have recommended the program to many people throughout my teaching career because you are all so easy to talk to and work with.***
- The representative was ***super, super helpful and so patient*** with me. She walked me through everything needed to get my online access set up. ***It was a piece of cake*** with her help!
- I just want to thank you for ***patiently answering my 101 questions*** and making sure that I had ***all the information that I needed to be able to make the best decisions.***
- I'd like to thank you for all the time (and effort!) you spent with me this afternoon. Your ***expertise in handling my questions and patience was beyond my expectations.*** Also thank you for helping me set up my online account. This will help me very much.
- You had so much ***patience***, so much ***knowledge***, and I did not expect someone to be that nice to me.
- This has been a good place for the money we have been saving for our granddaughter and we are ***pleased with the plan and how the account is growing.***
- Your representative was ***very helpful***, and I appreciated that she ***took the time*** to get everything set up and ***answered all my questions.***
- I really appreciate your help. You are very ***succinct and precise*** which is very uncommon nowadays!

1st Quarter 2024 Investor and Advisor Compliments

- *I phoned in yesterday to make a few adjustments. The agent was **very helpful!** I could not get logged in and asked for assistance. She **offered to help me and offered to follow up** with me. She walked me through logging in. I appreciate her **taking the time and effort**. She is a valuable employee and should be recognized for **going the extra mile**.*
- *I was having trouble logging in tonight, so I called and spoke with one of your team members. She was GREAT! I wanted you to know that she was able to **patiently walk me through** each of the screens to get me back into my account. We are **more than pleased with the plan and glad that we decided to invest with you**.*
- *Very **helpful and informative** webinar – Thank you!*
- *Great webinar, **very informative**. Thanks for also **taking the time to answer all of the questions**.*
- *Well done! **Great program and info**. Thank you.*
- *Thank you for your help! This was a **fantastically helpful and thorough** response! **I'm glad that I decided to change programs!***
- *Thanks for letting me know. **This plan has been very helpful to get our son through college**.*
- *It was nice to work with someone like you, you were **tremendous** and did a **superb job**. I thought you were a recording at first because you were just **so professional**. You deserve a big raise!*
- *Wow! Thank you very much for the **quick, fast and great service!***
- *The representative was **so amazing and so knowledgeable**. I wanted to let you guys know that she did an **awesome job!!** She made things smooth and I can walk away feeling like a better person.*
- *It was a pleasure speaking with you today. You were a **wealth of knowledge**, thank you for your help.*
- *You are simply awesome, and **I wish all customer service people were like you**.*
- *You have an **awesome representative** who I can't say enough great things about! She answered what I needed, she straightened me out and put me on the right track!! Thank you so much!*

4th Quarter 2023 Investor and Advisor Compliments

- *The agent was a **huge help** with filling out some enrollments and rollover forms. **This account has been amazing! I have put 2 grandkids through college without any debt.** On to the next ones now!!*
- *My child is now a Senior in college, and I just wanted you to know **how great this plan has been** over the years. The **plan was a huge help and maybe the easiest thing about sending a child to school.***
- *It was **so refreshing to have a number that I can call, someone picks up right away, and there is a person who is so sweet, patient, kind, and wonderful to help.***
- ***Every time I call** in with a question **everyone is so polite and kind.** The information that I receive is always **helpful. Kudos to your entire group; you are doing it the RIGHT way!***
- *This was **the most excellent customer service that I have ever received.** Not everyone is good on the phone or following up. He did both!! He is the most excellent customer service representative.*
- *I just wanted to offer my compliments for an **excellent customer experience and customer satisfaction.** Your representative did a wonderful job helping me, I got a little confused with the online enrollment for my second grandchild and **he was great, he was patient.** I had a couple stumbles along the way, and he **continued to help me all the way through it.** I think that is something missing in today's world, is customer service, and today I got it from you guys. You all are doing a great job as trainers and as leaders, there is no great team without a team leader, and now I can relax after I promised to set up this fund for my grandchild. Chalk up **another excellent customer service experience.***
- *I am so glad that I got you when calling today, you **provided great service, the kind of service I wish everyone could provide.***
- *You were **quick, efficient and helpful.** I appreciate all of your help.*
- *It was **really nice to have a real voice within seconds to help me** instead of being transferred all around.*
- *I wanted to let you know that I spoke to your representative, she explained the process to me. I was glad I spoke to her. She was so **calm, professional and she is just a great asset.** She deserves a good increase! I wanted to be sure to tell a manager to put this in her file because she was so professional. **Excellent customer service and active listening.***
- *You are **super helpful** and the **best customer service person that I have talked to in 10 years.***
- ***I have recommended the program to many people throughout my teaching career because you are all so easy to talk to and work with.***

4th Quarter 2023 Investor and Advisor Compliments

- She was **kind, patient and helpful** and I appreciate the level of customer service that she provided.
- I am **very satisfied with how prompt you were in following up** on my inquiry and helping get everything taken care of.
- **Super, super helpful!** This is **fantastic!** Thank you for this, it is **exactly what I needed.** Again, thank you so much for being so helpful and for all your knowledge.
- You are **super helpful,** and I appreciate your **comprehensive knowledge.** If I ever call back, I am going to ask for you!
- I wanted to let his supervisor know what an **amazing job** he is doing. You are lucky to have him working for you.
- He deserves **triple stars for his customer service.** Keep up the good work!
- I **gratefully appreciate all the time you spent with me** earlier today to **help me understand and provide all the clarifications** that I needed on matters related to completion and submission of the Automatic Electronic Bank Transfer Form for each of my two accounts with CollegeCounts.
- I really appreciated the **proactive phone call,** Your assistance allowed me to respond to my client. I also **appreciate the timely update.**
- She is **incredibly good** at her job.
- Thank you for such a **prompt response.** I was able to successfully make a withdrawal this morning.
- Thank you for your help and thank you for the information. This is **the best customer experience I have had all year** and just wanted to put that out there if anyone is listening.
- **Every time I call, I get such a pleasant representative.**
- I wanted to speak to her supervisor to put in a good word about her service because she deserves the recognition. It's not just her beside manner, but she's also **astute on all technical aspects of the plan and your website.** She was **extremely competent,** and I don't usually get that when I call my bank.
- You get 10 stars for helping me reset my Multi-Factor Authentication. You **made my day.** You were **super helpful,** I want to share **how positive my experience was.**
- You have been **so helpful and made this all so easy.** You are **amazing** and I appreciate you.
- Thank you for **caring enough to not only help, but to call me back and follow up.** This is what defines customer service. You are **amazing.**

3rd Quarter 2023 Investor and Advisor Compliments

- *We love working with CollegeCounts, you guys are **extremely easy to work** with and any time we call in we are **always connected to someone quickly**. We **never have any issues** dealing with CollegeCounts which is why you are **one of our favorites**.*
- *The **best college savings vehicle!** **Great investment choices with low expense ratios, great tax breaks**, very **easy to withdraw funds online**. Great help for us in paying college tuition fees. **Without this plan, we would not be able to afford the tuition fees for our children**.*
- *This is my last withdrawal since my son will be graduating in December. **Thanks for your help all these years**. You have been very helpful, and **I have recommended the program to many people**.*
- *Your associate did a great job! He was very **helpful, the transaction went smoothly, and I would highly recommend the plan**.*
- *Wow! You guys are **phenomenal**. You always have the answers and are very quick. **I am very happy to be investing with you guys**.*
- *Y'all always provide the **most wonderful customer service**.*
- *Thank you for your service today and over the years. I have 3 kids and I have **always been given great service when I call**. **I'll recommend you to everyone, in fact I do so all of the time**. I appreciate how helpful you guys are, **you make it so easy!***
- *This was my first time taking a withdrawal and the representative **explained everything I needed to know**. She was **patient and kind** and I appreciate that she took the time to make sure the bank account was set up correctly. She **deserves 5 stars**.*
- *My family and I are **beyond grateful for the service you offer**. Everyone there is **always so willing and helpful**.*
- *The representative who helped me was **very pleasant** to speak with. He was **helpful and knowledgeable** when helping me with a withdrawal from my plan.*
- *I highly appreciate everyone that I have talked to. Every one of you has the **willingness to listen** to customer feedback, have a **timely response** time and **always provide clarity** in your verbal and written communication.*
- *Tell your boss that you deserve balloons in your cubicle, you have been **terrific**. You are **GREAT**. We are Southwest people and **service-oriented** and you are doing great.*
- *I wanted to take a moment to share my satisfaction with the representative I spoke to. She was **friendly, professional and obtained the requested information for me very quickly**.*

3rd Quarter 2023 Investor and Advisor Compliments

- *Wanted to send a note so that the **excellent customer service** I received today does not go unnoticed. I spoke with a customer service representative and she helped navigate a situation with several 529 accounts that were not updated in your system. She was so helpful and really wanted to assist as I was not familiar with anything about these accounts or your site. She has **tremendous patience and knowledge** and also offered information that I would not have known in order to be sure everything was done correctly. She is an asset and the company is extremely fortunate to have her representing you. I want to be sure that her work today is recognized.*
- *Thank you. That was very likely the **BEST response, in terms of speed, informational content and overall helpfulness, that I have EVER received in my entire life.** And I have been around a while; I'm 73.*
- ***I cannot imagine calling in and getting someone more helpful than you.***
- *I spoke with one of your representatives twice in one day and he was **extremely helpful and remembered me from when I called earlier in the day.** This meant a lot since I had also spoken to 4 others during the same day. I **always get great service** when I call, but this just stuck out.*
- *I want to thank you for being **so helpful.** The online processes can be overwhelming, but you walked me right through it. You were **able to answer all my questions.***
- *You **always answer my calls promptly, help me with questions, have efficient withdrawals** and the past few years everything has been **so simple.***
- *You have **always been helpful and you do an amazing job** with the plan and the customers.*
- *Everyone there is always **so friendly and helpful.***
- *Thank you very much for your **informative response** to my questions.*
- *I prefer to call in. I call and the money gets sent out. You **make it so easy** and checks get sent quickly.*
- *Thank you for the quick turn on your response. This is **good and useful information.***
- *I just got off a call with one of your representatives and I so appreciate her clear enunciations. She was **so easy to understand.** I just wanted to brag on her and you all for hiring someone who is so clear.*
- *She was **extremely helpful** in explaining how to change the beneficiary on my account. I normally dread calling in about things like this, however, the agent **made it so easy.***

2nd Quarter 2023 Investor and Advisor Compliments

- *Today I had the pleasure of speaking to your employee. He was helpful and able to answer my questions. I am always impressed that **every time I call EVERYONE can quickly and correctly address my questions.***
- *I am a 529 holder for 2 of my kids and had questions going all the way back to 2011. I called today and the representative **answered in maybe 3 seconds, which is always an unexpected joy when calling a big company.** He was so **friendly and helpful** right from the beginning – the perfect combination, as he was both **my eager advocate and knowledgeable in your operations.** He was **patient and helpful** at every turn as we dug into the matter.*
- *I can honestly say that **every time I've had an occasion to call, it has been a wonderful experience** and I wanted to thank the representative for her **exceptional service** today.*
- ***We love the customer service we receive from the call center every time that we call.***
- *I haven't done anything with my 529 plan in a long time. Today, I called, and your representative was **top notch** and made the entire process **professional and painless.** She was very **accommodating.** I can't say enough about her. She knew everything and knew all my hang-ups. I was limited with my online access and was concerned, and she took the time over the phone to do everything right and was reassuring. She was great! She deserves Kudos!*
- *I would like to compliment an OUTSTANDING representative on my call today. He was **exceptionally professional, articulate, clear, patient, helpful and kind.** He responded to each of my many questions.*
- *I called earlier today and spoke to your client service representative who was **extremely helpful.** I apologize that I do not remember his name, but he was **polite, efficient, and an excellent representative** of your program and staff.*
- *She was **incredibly helpful, thoroughly answered all my questions, and overall provided excellent service.***
- *We **always receive the best customer service every time we call** in with a question, regardless of how crazy that question may be.*

2nd Quarter 2023 Investor and Advisor Compliments

- *The representative answered the phone and was just so **professional and helpful** right away. You could tell that she **wanted to help me**. I **appreciated her thoughtful assistance** in getting things taken care of.*
- *I wanted to thank your representative for **all the help she gives when I have a trickier situation** and need help.*
- *I just wanted to pass along a **job well done**. I'm an 82-year-old and wanted to get a successor added to my account. The representative walked me through all of that today and I really appreciate it! I could not remember what I did, but he was **helpful and patient, walked me through the whole process**. He did a great job and I wanted to pass that along. He did a job well done!*
- *I must say that **she is the best I've had the pleasure of dealing with** in many years of working with CollegeCounts! She is a **tremendous and effective asset** to the team.*
- *Your representative **understood our situation and was able to explain what we needed** to know to complete the update. He really **went above and beyond**, and we thought you should know that he is a valuable asset to your team.*
- *The representative was of **great assistance** today. She was **very helpful**. I also want to **thank all of you for helping me take care of my grandkids with out a bunch of extra work**.*
- *I have 5 grandchildren and have called in several times. The representative was able to **answer my questions in a clear and concise manner so that I could understand**.*
- *She did a **great job explaining the program and helped us understand how the plan worked**, we were **impressed with her knowledge**.*
- *Thank you so very much. Your answer is appreciated. It was **full of details and easy to understand**.*
- *He was **courteous, patient, kind and very helpful**.*

CollegeCountsSM

Alabama's 529 Fund

Events and Outreach Calendar
February 19, 2025

Period ended
December 31, 2024

UBT
Union Bank & Trust
Program Manager



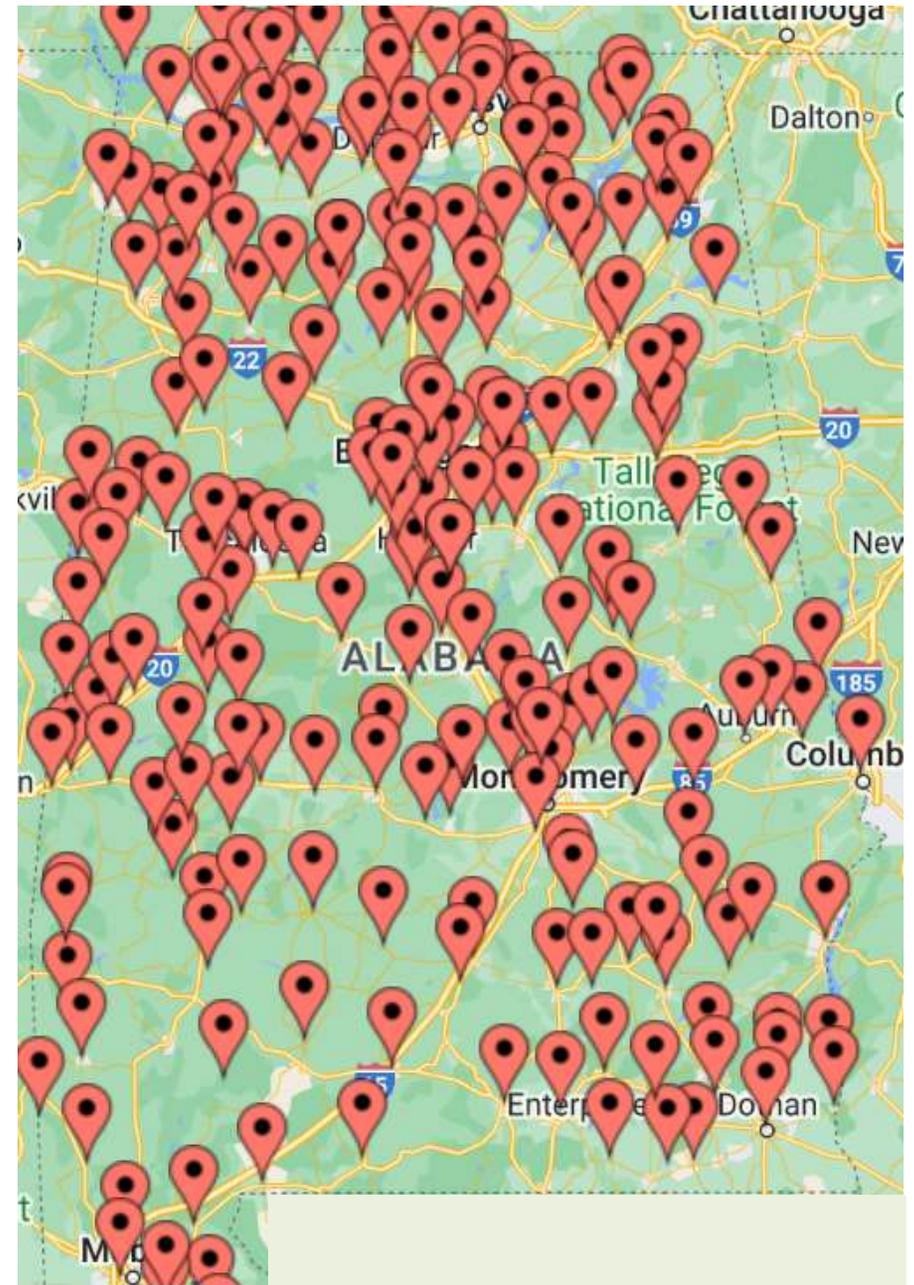
*Offered by the
State of Alabama*

2024 Year-to-Date Activity

- 257 Alabama Communities
- 7,039 in-person stops
 - 1,189 Advisor
 - 5,850 Direct
- 1,387 Outbound Thank You/Service Calls to Advisors

Q4 2024 Events

- Butterbean Festival (Pinson)
- Cotton Festival (Eclectic)
- Conecuh Sausage Festival (Evergreen)
- Downtown Foley's Hometown Halloween
- Pecan Festival (Mobile)



Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
	Field reps assisting with year-end work					
7	8	9	10	11	12	13
	Field reps assisting with year-end work					
14	15	16	17	18	19	20
	Martin Luther King Jr. Day Holiday	Marshal Co-Community Stops and Outreach	Dallas Co-Community Stops and Outreach	Dallas Co-Community Stops and Outreach	Dallas Co-Community Stops and Outreach	
			Marshal Co-Community Stops and Outreach	Marshal Co-Community Stops and Outreach		
21	22	23	24	25	26	27
	Limestone Co-Community Stops and Outreach	Limestone Co-Community Stops and Outreach	Morgan Co-Community Stops and Outreach	Morgan Co-Community Stops and Outreach		
		Tuscaloosa Co-Community Stops and Outreach	Tuscaloosa Co-Community Stops and Outreach	Tuscaloosa Co-Community Stops and Outreach		
28	29	30	31			
	Madison Co-Community Stops and Outreach	Madison Co-Community Stops and Outreach	Madison Co-Community Stops and Outreach			
	Montgomery Co-Community Stops and Outreach	Montgomery Co-Community Stops and Outreach	Montgomery Co-Community Stops and Outreach			

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 Madison Co-Community Stops and Outreach Montgomery-Community Stops and Outreach	2	3
4	5 Houston Co-Community Stops and Outreach Lawrence Co-Community Stops and Outreach	6 Franklin Co-Community Stops and Outreach Houston Co-Community Stops and Outreach	7 Houston Co-Community Stops and Outreach Lauderdale Co-Community Stops and Outreach	8 Houston Co-Community Stops and Outreach Lawrence Co-Community Stops and Outreach	9 Houston Co-Community Stops and Outreach Lauderdale-Community Stops and Outreach	10
11	12 Chambers Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	13 Chambers Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	14 Chambers Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	15 Chambers Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	16	17
18	19 President's Day Holiday	20 Lauderdale Co-Community Stops and Outreach	21 Cullman Co-Community Stops and Outreach	22 Cullman Co-Community Stops and Outreach Orange Beach-Community Stops and Outreach	23	24 Kiwanis Club of Decatur Pancake Day 7:00 am Seafood Fest & Car Show- Orange Beach 10:00 am
25	26 Colbert Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	27 Colbert Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	28 Colbert Co-Community Stops and Outreach	29 Winston Co-Community Stops and Outreach		

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2 Parent Camp Expo- Vestavia 10:00 am
3	4 Etowah Co- Community Stops and Outreach	5 Choctaw Co- Community Stops and Outreach Etowah Co- Community Stops and Outreach	6 Calhoun Co- Community Stops and Outreach Tuscaloosa Co- Community Stops and Outreach	7 Etowah Co- Community Stops and Outreach Tuscaloosa Co- Community Stops and Outreach	8	9 Community Health Expo- Tuscaloosa 10:00 am
10	11 Huntsville- Community Stops and Outreach Mobile Co- Community Stops and Outreach	12 Huntsville- Community Stops and Outreach Mobile Co- Community Stops and Outreach	13 Birmingham- Community Stops and Outreach Mobile Co- Community Stops and Outreach	14 Huntsville- Community Stops and Outreach Mobile Co- Community Stops and Outreach	15 Mobile Co- Community Stops and Outreach	16
17	18 Marshal Co- Community Stops and Outreach	19 Marshal Co- Community Stops and Outreach	20 Marion Co- Community Stops and Outreach	21 Marion Co- Community Stops and Outreach	22	23
24	25 Walker Co- Community Stops and Outreach	26 Lee Co- Community Stops and Outreach Walker Co- Community Stops and Outreach	27 Lee Co- Community Stops and Outreach Walker Co- Community Stops and Outreach	28 Lee Co- Community Stops and Outreach	29 Good Friday Holiday	30
31						

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 Lauderdale Co-Community Stops and Outreach	2 Lauderdale Co-Community Stops and Outreach	3 Madison Co-Community Stops and Outreach Perry Co-Community Stops and Outreach	4 Madison Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	5 Bibb Co-Community Stops and Outreach	6
7	8	9	10	11	12	13 Baby Palooza-Mobile 10:00 am
Field reps attending training in Lincoln, NE						
14	15 Cullman Co-Community Stops and Outreach	16 Cullman Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	17 Cullman Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	18 Cullman Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	19 Gardendale Magnolia Festival Shelby Co-Community Stops and Outreach	20 Gardendale Magnolia Festival
21	22 DeKalb Co-Community Stops and Outreach	23 DeKalb Co-Community Stops and Outreach Russell Co-Community Stops and Outreach	24 Jackson Co-Community Stops and Outreach Russell Co-Community Stops and Outreach	25 Jackson Co-Community Stops and Outreach Russell Co-Community Stops and Outreach	26	27
28	29 Morgan Co-Community Stops and Outreach	30 Morgan Co-Community Stops and Outreach				

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 Limestone Co-Community Stops and Outreach	2 Barbour Co-Community Stops and Outreach Winston Co-Community Stops and Outreach	3	4 Baby Palooza-Huntsville 10:00 am
5	6 Jefferson Co-Community Stops and Outreach	7 Jefferson Co-Community Stops and Outreach	8 Bibb & Perry Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	9 Jefferson Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	10 Marengo Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	11
12	13 Madison Co-Community Stops and Outreach	14 Baldwin Co-Community Stops and Outreach Limestone Co-Community Stops and Outreach	15 Baldwin Co-Community Stops and Outreach Lawrence Co-Community Stops and Outreach	16 Baldwin Co-Community Stops and Outreach	17 Baldwin Co-Community Stops and Outreach	18
19	20 Blount Co-Community Stops and Outreach	21 Blount Co-Community Stops and Outreach Willcox Co-Community Stops and Outreach	22 Blount Co-Community Stops and Outreach Dallas Co-Community Stops and Outreach	23 Colbert Co-Community Stops and Outreach Dallas Co-Community Stops and Outreach	24	25
26	27 Memorial Day Holiday	28 Madison Co-Community Stops and Outreach	29 Clarke Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	30 Clarke Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	31 Tuscaloosa Co-Community Stops and Outreach	

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3 Jefferson Co-Community Stops and Outreach	4 Houston Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	5 Houston Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	6 Houston Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	7 Houston Co-Community Stops and Outreach	8
9	10 Lauderdale Co-Community Stops and Outreach	11 Lauderdale Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	12 Colbert Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	13 Colbert Co-Community Stops and Outreach Escambia Co-Community Stops and Outreach	14 Escambia Co-Community Stops and Outreach	15
16	17 Cullman Co-Community Stops and Outreach	18 Choctaw Co-Community Stops and Outreach Cullman Co-Community Stops and Outreach	19 Juneteenth Holiday	20 Cullman Co-Community Stops and Outreach Sumter Co-Community Stops and Outreach	21	22
23	24 Marshal Co-Community Stops and Outreach	25 Morgan Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	26 Morgan Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	27 Limestone Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	28 Shelby Co-Community Stops and Outreach	29 Columbiana Liberty Day
30						

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 Franklin Co-Community Stops and Outreach Monroe Co-Community Stops and Outreach	2 Monroe Co-Community Stops and Outreach Winston Co-Community Stops and Outreach	3 Franklin Co-Community Stops and Outreach	4 Independence Day Holiday	5	6
7	8 Jackson Co-Community Stops and Outreach Mega Conference-Mobile	9 DeKalb Co-Community Stops and Outreach Mega Conference-Mobile	10 Calhoun Co-Community Stops and Outreach Mega Conference-Mobile	11 Etowah Co-Community Stops and Outreach Mega Conference-Mobile	12 Mega Conference-Mobile	13 Hello Baby-Springhill
14	15 Chilton Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	16 Chilton Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	17 Chilton Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	18 Madison Co-Community Stops and Outreach	19 Lee Co-Community Stops and Outreach	20 Back to School Bash- Opelika 9:00 am
21	22 Butler Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	23 Bulloch Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	24 Butler Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	25 Crenshaw Co-Community Stops and Outreach	26	27
28	29 Jefferson Co-Community Stops and Outreach	30 Franklin Co-Community Stops and Outreach Pike Co-Community Stops and Outreach	31 Limestone Co-Community Stops and Outreach Pike Co-Community Stops and Outreach			

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 Randolph Co-Community Stops and Outreach	2 Watermelon Festival- Ashland	3 Watermelon Festival- Ashland
4	5 St. Clair Co-Community Stops and Outreach	6 St. Clair Co-Community Stops and Outreach	7 St. Clair Co-Community Stops and Outreach Tallapoosa Co-Community Stops and Outreach	8 St. Clair Co-Community Stops and Outreach Tallapoosa & Coosa Co-Community Stops and Outreach	9	10 Community Fun & Wellness Day- Huntsville
11	12 Colbert Co-Community Stops and Outreach	13 Lauderdale Co-Community Stops and Outreach	14 Franklin Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	15 Marion Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	16 Shelby Co-Community Stops and Outreach	17 Baby Palooza- Birmingham 10:00 am
18	19 Lawrence Co-Community Stops and Outreach Mobile Co-Community Stops and Outreach	20 Mobile Co-Community Stops and Outreach Morgan Co-Community Stops and Outreach	21 Mobile Co-Community Stops and Outreach Morgan Co-Community Stops and Outreach	22 Madison Co-Community Stops and Outreach Mobile Co-Community Stops and Outreach	23 Shelby Co-Community Stops and Outreach	24 Happy Healthy Kids Fair- Vestavia 10:00 am
25	26 Blount Co-Community Stops and Outreach	27 Blount Co-Community Stops and Outreach	28 Blount Co-Community Stops and Outreach	29 Marshal Co-Community Stops and Outreach	30	31

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 Labor Day Holiday	3 Walker Co-Community Stops and Outreach	4 Autauga Co-Community Stops and Outreach Walker Co-Community Stops and Outreach	5 Autauga Co-Community Stops and Outreach Walker Co-Community Stops and Outreach	6 Autauga Co-Community Stops and Outreach	7 Camillia Festival-Greenville 10:00 am
8	9 Jefferson/St. Claire Co- Community Stops and Outreach	10 Shelby Co-Community Stops and Outreach Talladega Co-Community Stops and Outreach	11 Shelby Co-Community Stops and Outreach Talladega Co-Community Stops and Outreach	12 Shelby Co-Community Stops and Outreach Talladega Co-Community Stops and Outreach	13 Jasper Foothills Festivals	14 Jasper Foothills Festivals Celebrate the Family Expo- Hoover 10:00 am
15	16 Cullman Co-Community Stops and Outreach	17 Lauderdale Co-Community Stops and Outreach	18 Morgan Co-Community Stops and Outreach	19 Morgan Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	20 Morgan Co-Community Stops and Outreach	21 Hartselle Depot Days 10:00 am
22	23 Washington Co-Community Stops and Outreach Winston Co-Community Stops and Outreach	24 Baldwin Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	25 Baldwin Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	26 Baldwin Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	27 Chilton Co-Community Stops and Outreach	28 BBQ Festival-Clanton
29	30 Marshall Co-Community Stops and Outreach					

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Marshall Co-Community Stops and Outreach	2 Marshall Co-Community Stops and Outreach	3 Shelby Co-Community Stops and Outreach Winston Co-Community Stops and Outreach	4 Butterbean Festival-Pinson Shelby Co-Community Stops and Outreach	5 Butterbean Festival-Pinson
6	7 Dale Co-Community Stops and Outreach Limestone Co-Community Stops and Outreach	8 Barbour Co-Community Stops and Outreach Limestone Co-Community Stops and Outreach	9 Henry Co-Community Stops and Outreach Lauderdale Co-Community Stops and Outreach	10 Elmore Co-Community Stops and Outreach	11 Elmore Co-Community Stops and Outreach	12 Cotton Festival-Ecclectic
13	14	15	16 Covington Co-Community Stops and Outreach	17 Covington Co-Community Stops and Outreach	18 Conecuh Co-Community Stops and Outreach	19 Conecuh Sausage Festival
20	21 Colbert/Lauderdale Co-Community Stops and Outreach	22 Baldwin Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	23 Baldwin Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	24 Baldwin Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	25 Baldwin Co-Community Stops and Outreach Etowah Co-Community Stops and Outreach	26
27	28 Marshall Co-Community Stops and Outreach	29 Macon Co-Community Stops and Outreach Morgan Co-Community Stops and Outreach	30 Cullman Co-Community Stops and Outreach Lee Co-Community Stops and Outreach	31 Limestone Co-Community Stops and Outreach		

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 Pecan Festival-Mobile	2 Pecan Festival-Mobile
3 Pecan Festival-Mobile	4 Mobile- Community Stops and Outreach Morgan Co-Community Stops and Outreach	5 Lauderdale Co-Community Stops and Outreach	6 Madison Co-Community Stops and Outreach	7 Madison Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	8 Montgomery Co-Community Stops and Outreach	9
10	11	12 Henry Co-Community Stops and Outreach	13 Dale Co-Community Stops and Outreach	14 Geneva Co-Community Stops and Outreach	15 Pike/Coffee Co-Community Stops and Outreach	16
17	18 Morgan Co-Community Stops and Outreach	19 Houston Co-Community Stops and Outreach Morgan/Limestone-Community Stops and Outreach	20 Houston Co-Community Stops and Outreach Jefferson Co-Community Stops and Outreach	21 Jefferson Co-Community Stops and Outreach	22	23
24 Baldwin Co-Community Stops and Outreach	25 Baldwin Co-Community Stops and Outreach	26 Baldwin Co-Community Stops and Outreach	27 Mobile Co-Community Stops and Outreach Mobile Co-Community Stops and Outreach	28 Thanksgiving Holiday	29	30

Sun	Mon	Tue	Wed	Thu	Fri	Sat	
1	2	3 Calhoun Co-Community Stops and Outreach	4 Calhoun Co-Community Stops and Outreach	5 Madison Co-Community Stops and Outreach	6	7	
8	9 Marshal Co-Community Stops and Outreach	10 Lowndes/Russell Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	11 Madison Co-Community Stops and Outreach Russell Co-Community Stops and Outreach	12 Elmore Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	13	14	
15	16 Morgan Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	17 Cullman Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	18 Lauderdale Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	19	20	21	
22	23	24	25	26	27	28	
		Field reps assisting with year-end work					
29	30	31					
		Field reps assisting with year-end work					



College
CountsSM

Informer

Alabama's 529 Fund
Newsletter

4th Quarter 2024

Alabama Tax Deductions Reminders

Alabama taxpayer who made a contribution to a CollegeCounts 529 account before December 31, 2024, may be eligible for a state income tax deduction up to \$10,000 for married taxpayers filing jointly if both contributed (up to \$5,000 when filing as an individual).¹

Here are a few things to consider when filing your taxes to take advantage of the Alabama state income tax deduction:

- Year-to-date contributions can be found on your 4th quarter statement. We recommend verifying all contributions on your 4th quarter statement against your bank statement and online transaction history.
- Adjust for any contributions made by a third-party (not deductible by you).
- Only contributions received before 3pm CT, on December 31st will be included on the 4th quarter statement. Any online contributions made between 3pm - 11:59pm CT on December 31st or contributions that were mailed in late December with a 2024 postmark but received in early January will show on your 1st quarter 2025 statement as a "prior year" contribution. We recommend reviewing any prior year contributions to make sure they are included in your tax reporting.
- The full amount of a rollover from an out-of-state 529 plan into CollegeCounts may be deductible for Alabama state income tax purposes.^{1, 2}
- In the 1st quarter of 2025, a 2024 contribution summary will be made available to account owners via their online access at **CollegeCounts529.com**.
- If you made a gift of more than \$18,000 (the 2024 annual gift tax exclusion) into a beneficiary's CollegeCounts account in 2024, we recommend speaking with your tax professional to determine if you are required to file a Form 709 Gift Tax Return to have your gift split over 5 years.

Review additional CollegeCounts tax information at **CollegeCounts529.com/Resources/Tax-Center**. Taxpayers should discuss any tax-related questions with their tax professional for guidance and advice.

Expecting a Tax Refund?

Consider investing a portion (or all) of your state or federal tax refund into your CollegeCounts account. To have your full refund electronically deposited to your CollegeCounts account, please use the following instructions in the "Refund-Direct Deposit" portion of your Alabama or federal tax returns:

Routing Number: 104910795

Type of Account: Savings

Account Number: 3529xxxxxxx
(insert your CollegeCounts account number immediately following "3529")

1099-Q Tax Form

In late January 2025 a Tax Form 1099-Q will be mailed for any 2024 distributions from a CollegeCounts account. Your Tax Form 1099-Q can also be viewed online by logging into your account at **CollegeCounts529.com** and selecting "Statements/Tax Forms".

The 1099-Q is issued to the account owner for any distributions paid directly to them. The 1099-Q is issued to the beneficiary for any distributions paid directly to the beneficiary or the college. We recommend keeping all documentation of your qualified expenses³, as well as your 1099-Q, with your tax paperwork in the event of questions when filing your taxes or an audit. Please discuss any tax-related questions with your tax professional.

Please note, a **tax form is NOT generated for contributions to your CollegeCounts account**. Please review your statements, contribution summary and bank records for contribution details for your account.

2025 Gift Tax Exclusion Increase

In 2025, the IRS will increase the annual gift tax limit from \$18,000 to \$19,000. A Program Disclosure Statement Supplement with further details is included with your statement. Please review the supplement and retain it with your plan documents. For any tax-related inquiries, we recommend consulting your tax professional.

Test Your CollegeCounts Knowledge!

1. How much can I withdraw from a 529 account to repay my beneficiary's student loans?
 - a. None
 - b. \$5,000
 - c. \$10,000
 - d. \$15,000
2. **True or False:** I need to withdraw funds from my 529 account prior to when my qualified expense is due.

"Your present circumstances don't determine where you can go. They merely determine where you start."

Nido Qubein

The CollegeCounts 529 Fund is a qualified tuition program under Section 529 of the Internal Revenue Code that is offered by the State of Alabama, administered by the Board of Trustees of the ACES Trust Fund (the "Trust" and plan issuer), marketed as the CollegeCounts 529 Fund, and Union Bank and Trust Company serves as Program Manager. Except for any investments made by a Participant in the Bank Savings 529 Portfolio up to the limit provided by Federal Deposit Insurance Corporation ("FDIC") insurance, neither the principal contributed to an Account, nor earnings thereon, are guaranteed or insured by the State of Alabama, the State Treasurer of Alabama, the Board, the Trust, the Program, any other state, any agency or instrumentality thereof, Union Bank and Trust Company, the FDIC, or any other entity. Investment returns are not guaranteed. Account Owners in the Plan assume all investment risk, including the potential loss of principal.

An investor should consider the investment objectives, risks, and charges and expenses associated with municipal fund securities before investing. This and other important information is contained in the fund prospectuses and the CollegeCounts 529 Fund Program Disclosure Statement (issuer's official statement), which can be obtained by calling 866.529.2228 and at CollegeCounts529.com and should be read carefully before investing. You can lose money by investing in a portfolio. Each of the portfolios involves investment risks, which are described in the Program Disclosure Statement.

An investor should consider, before investing, whether the investor's or designated beneficiary's home state offers any state tax or other benefits such as financial aid, scholarship funds, and protection from creditors that are only available for investments in such state's 529 plan. Investors should consult a tax advisor.

¹Individuals who file an Alabama state income tax return are eligible to deduct for Alabama state income tax purposes up to \$5,000 per tax year (\$10,000 for married taxpayers filing jointly if both contribute) for total combined contributions to the Plan and other State of Alabama 529 programs. The contributions made to such qualifying plans are deductible on the tax return of the contributing taxpayer for the tax

Possible Tax Credit

If you have a current college student and paid out-of-pocket for college expenses in 2024 (**not from your CollegeCounts account**), you may qualify for an American Opportunity or Lifetime Learning tax credit.

Either tax credit can be claimed on the same tax return that a tax-free distribution from a 529 plan is claimed, as long as both benefits are not used for the same expense. More information regarding these tax credits can be found in Publication 970. Check with your tax professional for further details.

1. **Answer:** C You can withdraw up to \$10,000 over the lifetime of the beneficiary to repay the qualified student loans. You can even repay the student loan of a sibling of the beneficiary, so long as you do not exceed \$10,000 per individual.³
2. **Answer:** False! It is our understanding that all withdrawals should take place during the same calendar year as the expense. However, you have the freedom to request funds ahead of your expense, or to reimburse yourself after the expense has been paid. We can even send funds directly to the school on your behalf. We recommend that you keep good records of your expenses and withdrawals in case of questions or an audit.

year in which the contributions are made. In the event of a Nonqualified Withdrawal from the Plan, for Alabama state income tax purposes, an amount must be added back to the income of the contributing taxpayer in an amount of the Nonqualified Withdrawal plus ten percent (10%) of such amount withdrawn. Such amount will be added back to the income of the contributing taxpayer in the tax year that the Nonqualified Withdrawal was distributed. Please consult with your tax professional.

²Rollovers from another qualified tuition program are treated as a non-taxable distribution from the distributing qualified tuition program provided (1) it has been more than 12 months since any previous rollover for the beneficiary, or (2) the beneficiary of the account is changed to a Member of the Family of the current beneficiary.

³Withdrawals used to pay for qualified higher education expenses are free from federal and Alabama state income tax. Qualified higher education expenses include tuition, fees, books, supplies, and equipment required for enrollment or attendance; certain room and board expenses incurred by students who are enrolled at least half-time; the purchase of computer or peripheral equipment, computer software, or internet access and related services, if used primarily by the beneficiary during any of the years the beneficiary is enrolled at an eligible educational institution; certain expenses for special needs services needed by a special needs beneficiary; apprenticeship program expenses; payment of principal or interest on any qualified education loan of the Beneficiary or a sibling of the Beneficiary (up to an aggregate lifetime limit of \$10,000 per individual); and up to \$10,000 per year in K-12 Tuition Expenses. The earnings portion of a non-qualified withdrawal is subject to federal income tax and 10% federal penalty tax. In addition, Alabama provides in the event of a non-qualified withdrawal an amount that must be added back to the income of the contributing taxpayer. The amount to be added back will be the amount of the nonqualified withdrawal plus 10% of the amount withdrawn.

**NOT FDIC INSURED* | NO BANK GUARANTEE | MAY LOSE VALUE
(*Except the Bank Savings 529 Portfolio underlying investment)**

CollegeCounts529.com | 866.529.2228

CollegeCounts™
Alabama's 529 Fund



Offered by the
State of Alabama

UBT 529 SERVICES, a division of

UBT
Union Bank & Trust
Program Manager

Alabama Tax Deduction Reminders

Alabama taxpayers who made a contribution to a CollegeCounts 529 account before December 31, 2024, may be eligible for a state income tax deduction up to \$10,000 for married taxpayers filing jointly if both contributed (up to \$5,000 when filing as an individual).¹

Here are a few things to consider when filing your taxes to take advantage of the Alabama state income tax deduction:

- ▶ Year-to-date contributions can be found on your 4th quarter statement. We recommend verifying all contributions on your 4th quarter statement against your bank statement and online transaction history.
- ▶ Adjust for any contributions made by a third-party (**not deductible by you**).
- ▶ Only contributions received before 3pm CT, on December 31st will be included on the 4th quarter statement. Any online contributions made between 3 pm - 11:59 pm CT on December 31st, or contributions that were mailed in late December with a 2024 postmark but received in early January will show on your 1st quarter 2025 statement as a **"prior year"** contribution. We recommend reviewing any prior year contributions to make sure they are included in your tax reporting.
- ▶ The full amount of a rollover from an out-of-state 529 plan into CollegeCounts may be deductible for Alabama state income tax purposes.^{1,2}
- ▶ In the 1st quarter of 2025, a 2024 contribution summary will be made available to account owners via their online access at **CollegeCollege529Advisor.com**.
- ▶ If you made a gift of more than \$18,000 (the 2024 annual gift tax exclusion) into a beneficiary's CollegeCounts account in 2024, we recommend speaking with your tax professional to determine if you are required to file a Form 709 Gift Tax Return to have the gift split over 5 years.

Review additional CollegeCounts tax information at **CollegeCounts529Advisor.com/Resources/Tax-Center**.

Taxpayers should discuss any tax-related questions with their tax professional for guidance and advice.

Expecting a Tax Refund?

Consider investing a portion (or all) of your state or federal tax refund into your CollegeCounts Advisor account. To have your full refund electronically deposited to your CollegeCounts account, please use the following instructions in the **"Refund-Direct Deposit"** portion of your Alabama or federal tax returns:

Routing Number: 104910795

Type of Account: Savings

Account Number: 3529xxxxxxx
(insert your CollegeCounts account number immediately following "3529")

2025 Gift Tax Exclusion Increase

In 2025, the IRS will increase the annual gift tax limit from \$18,000 to \$19,000. A Program Disclosure Statement Supplement with further details is included with your statement. Please review the supplement and retain it with your plan documents. For any tax-related inquiries, we recommend consulting your tax professional.



Test Your Knowledge!

1. How much can I withdraw from a 529 account to repay my beneficiary's student loans?

- a. None
- b. \$5,000
- c. \$10,000
- d. \$15,000

2. I need to withdraw funds from my 529 account prior to when my qualified expense is due?

- TRUE FALSE

The CollegeCounts 529 Fund Advisor Plan is a qualified tuition program under Section 529 of the Internal Revenue Code that is offered by the State of Alabama and administered by the Board of Trustees of the ACES Trust Fund (the "Trust" and plan issuer). Union Bank and Trust Company serves as Program Manager and Northern Trust Securities, Inc., acts as Distributor. Except for any investments made by a Participant in the Bank Savings 529 Portfolio up to the limit provided by Federal Deposit Insurance Corporation ("FDIC") insurance, neither the principal contributed to an Account, nor earnings thereon, are guaranteed or insured by the FDIC, the State of Alabama, the State of Alabama Treasurer, the Board, the Trust, the Program, Union Bank and Trust Company, Northern Trust Securities, Inc., or any other entity. Investment returns are not guaranteed and you could lose money by investing in the Plan.

An investor should consider the investment objectives, risks, and charges and expenses associated with municipal fund securities before investing. This, and other important information, is contained in the fund prospectuses and the CollegeCounts 529 Fund Advisor Plan Program Disclosure Statement (issuer's official statement), which can be obtained from a financial professional and on CollegeCounts529Advisor.com and should be read carefully before investing. You can lose money by investing in a portfolio. Each of the portfolios involves investment risks, which are described in the Program Disclosure Statement.

An investor should consider, before investing, whether the investor's or designated beneficiary's home state offers any state tax or other benefits such as financial aid, scholarship funds, and protection from creditors that are only available for investments in such state's 529 plan. Investors should consult a tax advisor.

¹ Individuals who file an Alabama state income tax return are eligible to deduct for Alabama state income tax purposes up to \$5,000 per tax year (\$10,000 for married taxpayers filing jointly if both contribute) for total combined contributions to the Plan and other State of Alabama 529 programs. The contributions made to such qualifying plans are deductible on the tax return of the contributing taxpayer for the tax year in which the contributions are made. In the event of a Nonqualified Withdrawal from the Plan, for Alabama state income tax purposes, an amount must be added back to the income of the contributing taxpayer in an amount of the Nonqualified Withdrawal plus ten percent (10%) of such amount withdrawn. Such amount will be added back to the income of the contributing taxpayer in the tax year that the Nonqualified Withdrawal was distributed. Please consult with your tax professional.

² Rollovers from another qualified tuition program are treated as a non-taxable distribution from the distributing qualified tuition program provided (1) it has been more than 12 months since any previous rollover for the beneficiary, or (2) the beneficiary of the account is changed to a Member of the Family of the current beneficiary.

³ Withdrawals used to pay for qualified higher education expenses are free from federal and Alabama state income tax. Qualified higher education expenses include tuition, fees, books, supplies, and equipment required for enrollment or attendance; certain room and board expenses incurred by students who are enrolled at least half-time; the purchase of computer or peripheral equipment, computer software, or internet access and related services, if used primarily by the beneficiary during any of the years the beneficiary is enrolled at an eligible educational institution; certain expenses for special needs services needed by a special needs beneficiary; apprenticeship program expenses; payment of principal or interest on any qualified education loan of the Beneficiary or a sibling of the Beneficiary (up to an aggregate lifetime limit of \$10,000 per individual); and up to \$10,000 per year in K-12 Tuition Expenses. The earnings portion of a Nonqualified Withdrawal is subject to federal income tax and 10% federal penalty tax. In addition, Alabama provides in the event of a Nonqualified Withdrawal an amount that must be added back to the income of the contributing taxpayer. The amount to be added back will be the amount of the Nonqualified Withdrawal plus 10% of the amount withdrawn.

1099-Q Tax Form

In late January 2025 a Tax Form 1099-Q will be mailed for any 2024 distributions from a CollegeCounts Advisor account. Your Tax Form 1099-Q can also be viewed online by logging into your account at CollegeCounts529Advisor.com and selecting "Statements/Tax Forms".

The 1099-Q is issued to the account owner for any distributions paid directly to them. The 1099-Q is issued to the beneficiary for any distributions paid directly to the beneficiary or the college. We recommend keeping all documentation of your qualified expenses³, as well as your 1099-Q, with your tax paperwork in the event of questions when filing your taxes or an audit. Please discuss any tax-related questions with your tax professional.

Please note, a tax form is **NOT generated for contributions to your CollegeCounts account**. Please review your statements, contribution summary and bank records for contribution details for your account.

ANSWERS

1. Answer: C) You can withdraw up to \$10,000 over the lifetime of the beneficiary to repay their qualified student loans. You can even repay the student loan of a sibling of the beneficiary, so long as you do not exceed \$10,000 per individual.
2. False! It is our understanding that all withdrawals should take place during the same calendar year as the expense. However, you have the freedom to request those funds ahead of your expense, or to reimburse yourself after the expense has been paid. We can even send funds directly to the school on your behalf. We recommend that you keep good records of your expenses and withdrawals in case of questions or an audit.

NOT FDIC INSURED* / NO BANK GUARANTEE / MAY LOSE VALUE
(*except the Bank Savings 529 Portfolio underlying investment)

"Your present circumstances don't determine where you can go. They merely determine where you start."

— Nido Qubein



**CollegeCounts 529 Fund
Program Disclosure Statement**

Supplement dated January 1, 2025 to the
Program Disclosure Statement dated December 31, 2023

This Supplement amends the Program Disclosure Statement dated December 31, 2023 (the “Program Disclosure Statement”). You should read this Supplement in conjunction with the Program Disclosure Statement and retain it for future reference.

Effective January 1, 2025 - Gift Tax Annual Exclusion Increase

For federal gift tax purposes, Contributions to an Account are considered a gift from the contributor to the Designated Beneficiary that is eligible for the annual gift tax annual exclusion. Effective January 1, 2025, the annual exclusion is increasing from \$18,000 to \$19,000 per donee per calendar year. A married donor whose spouse elects on a Federal Gift Tax Return Form 709 to “split” gifts with his or her spouse could contribute up to \$38,000 in 2025.

In addition, you may elect to have the amount you contributed in any calendar year treated as though you made one-fifth of the Contribution that year, and one-fifth of the Contribution in each of the next four calendar years. (Such an election, however, must be made on the Federal Gift Tax Return Form 709). This means that you could contribute up to \$95,000 beginning in 2025, without the Contributions being considered a taxable gift, provided that you make no other gifts to the Designated Beneficiary in the same year or in any of the succeeding four calendar years. Moreover, a married contributor whose spouse elects on a Federal Gift Tax Return Form 709 to “split” gifts with his or her spouse may contribute up to \$190,000 beginning in 2025 without the Contributions being considered a taxable gift, provided that neither spouse makes any other gifts to the Designated Beneficiary in the same year or in any of the succeeding four calendar years.

Accordingly, all references to the gift tax annual exclusion found throughout this Program Disclosure Statement should be updated to reflect these increased amounts.

* * *

**CollegeCounts 529 Fund Advisor Plan
Program Disclosure Statement**

Supplement dated January 1, 2025 to the
Program Disclosure Statement dated December 31, 2023

This Supplement amends the Program Disclosure Statement dated December 31, 2023 (the “Program Disclosure Statement”). You should read this Supplement in conjunction with the Program Disclosure Statement and retain it for future reference.

Effective January 1, 2025 - Gift Tax Annual Exclusion Increase

For federal gift tax purposes, Contributions to an Account are considered a gift from the contributor to the Designated Beneficiary that is eligible for the annual gift tax annual exclusion. Effective January 1, 2025, the annual exclusion is increasing from \$18,000 to \$19,000 per donee per calendar year. A married donor whose spouse elects on a Federal Gift Tax Return Form 709 to “split” gifts with his or her spouse could contribute up to \$38,000 in 2025.

In addition, you may elect to have the amount you contributed in any calendar year treated as though you made one-fifth of the Contribution that year, and one-fifth of the Contribution in each of the next four calendar years. (Such an election, however, must be made on the Federal Gift Tax Return Form 709). This means that you could contribute up to \$95,000 beginning in 2025, without the Contributions being considered a taxable gift, provided that you make no other gifts to the Designated Beneficiary in the same year or in any of the succeeding four calendar years. Moreover, a married contributor whose spouse elects on a Federal Gift Tax Return Form 709 to “split” gifts with his or her spouse may contribute up to \$190,000 beginning in 2025 without the Contributions being considered a taxable gift, provided that neither spouse makes any other gifts to the Designated Beneficiary in the same year or in any of the succeeding four calendar years.

Accordingly, all references to the gift tax annual exclusion found throughout this Program Disclosure Statement should be updated to reflect these increased amounts.

* * *