

CollegeCountsSM

Alabama's 529 Fund

Q 3 2025 Review Meeting
November 19, 2025

Period ended
September 30, 2025

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	• none												
Annual Account Fee	• none												
State Fee	• none												
Program Management Fee	• 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	• none												
Fund Families	• Vanguard, T. Rowe Price, DFA, PGIM, PIMCO, Fidelity, and Dodge & Cox												

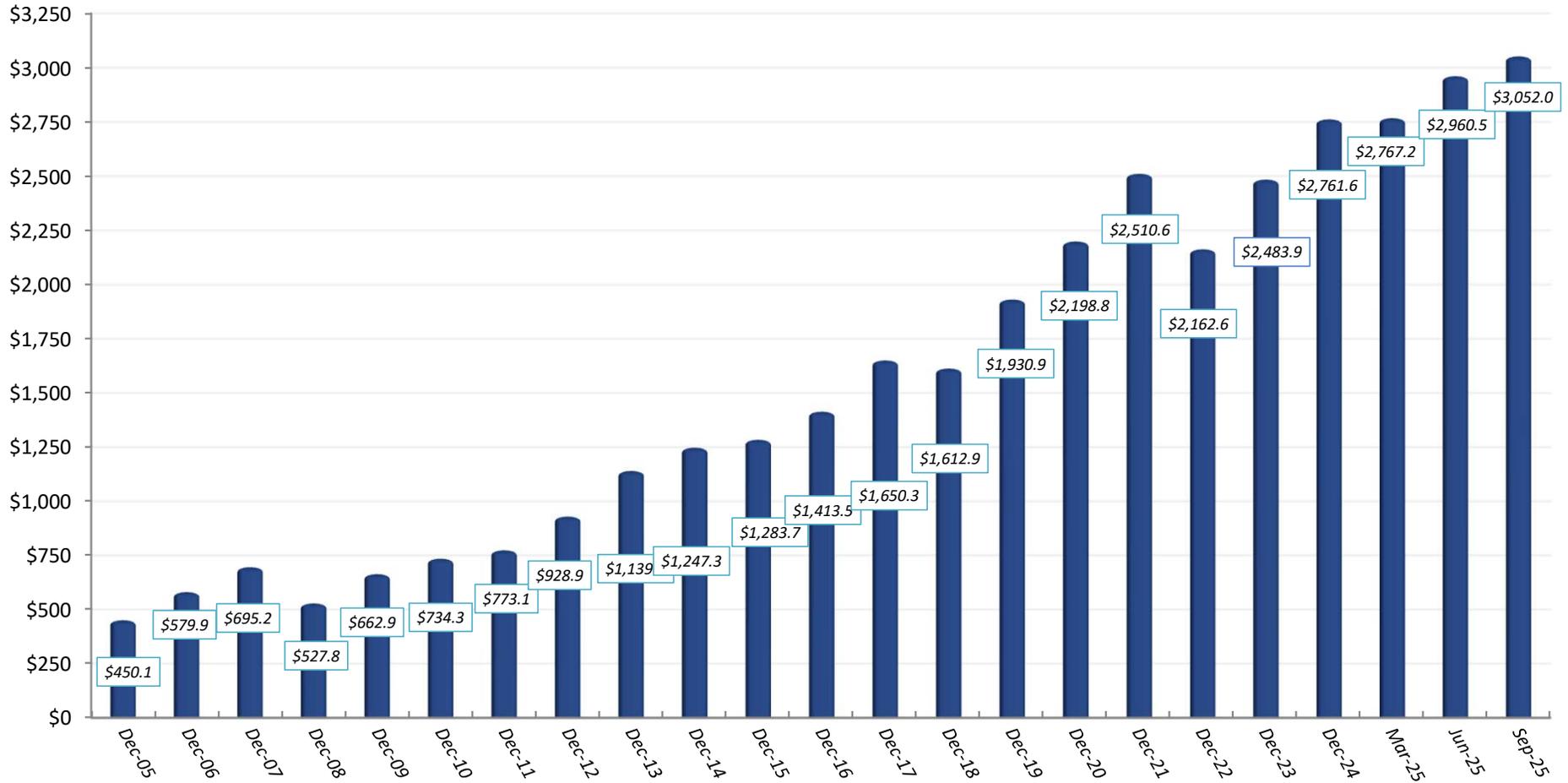
Advisor Plan Costs

Set-up Fee	• none																				
Annual Account Fee	• \$12 <i>(waived for accounts with an Alabama owner or beneficiary)</i>																				
State Fee	• 0.07%																				
Program Management Fee	• 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%								
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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>																	
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Fund Families	• T. Rowe Price, DFA, Northern Funds, PGIM, Fidelity, American Century, Vanguard, Principal, Neuberger Berman, AllianceBernstein, BlackRock, Parametric, PIMCO, and State Street																				

Executive Summary

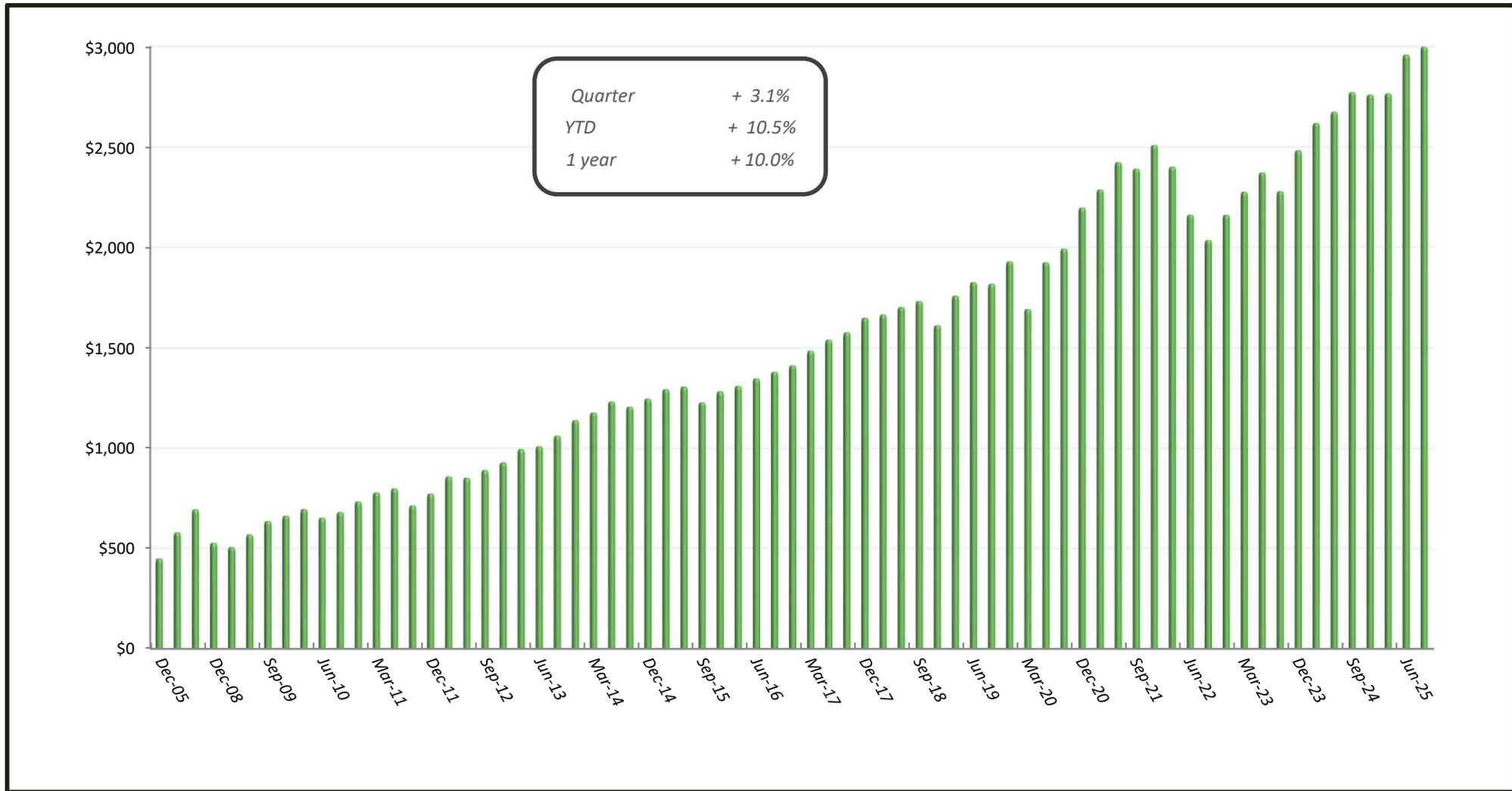
• Assets & Accounts		
• Total Plan Assets	\$3.052 <i>bil</i>	+ 10.5% YTD / + 10.0% 1yr
• Advisor \$1.605 <i>bil</i> Direct \$1.447 <i>bil</i>		
• Total accounts	125,511	
• Advisor 66,255 Direct 59,256		
• Total Contributions YTD 2025	\$167.3 <i>mil</i>	
• Alabama residents		
• Alabama Plan Assets	\$2.255 <i>bil</i>	+ 12.9% YTD / + 13.4% 1yr
• Alabama accounts	81,938	
• Alabama contributions YTD 2025	\$143.1 <i>mil</i>	
• Rollover Contributions YTD 2025		
• Direct Plan	\$8.362 <i>mil</i>	
• Advisor Plan	\$7.217 <i>mil</i>	
• Rollovers Dollars (<i>Alabama Account Owner</i>)	89.1%	
• Age-Based Accounts & Assets		
	<u>Accounts</u>	<u>Assets</u>
• Direct Plan	68.4%	56.9%
• Advisor Plan	69.9%	62.0%
• Plan Asset Allocation		
• Direct Plan	64.5% <i>equity</i>	
• Advisor Plan	55.4% <i>equity</i>	
• Average Age		
• Account Owner	52.5 <i>years</i>	
• Beneficiary	14.4 <i>years</i>	
• Account size		
	<u>Alabama</u>	<u>Program</u>
• Average account size	\$27,523	\$29,367
• Median account size	\$11,701	\$11,669

Total Plan Assets

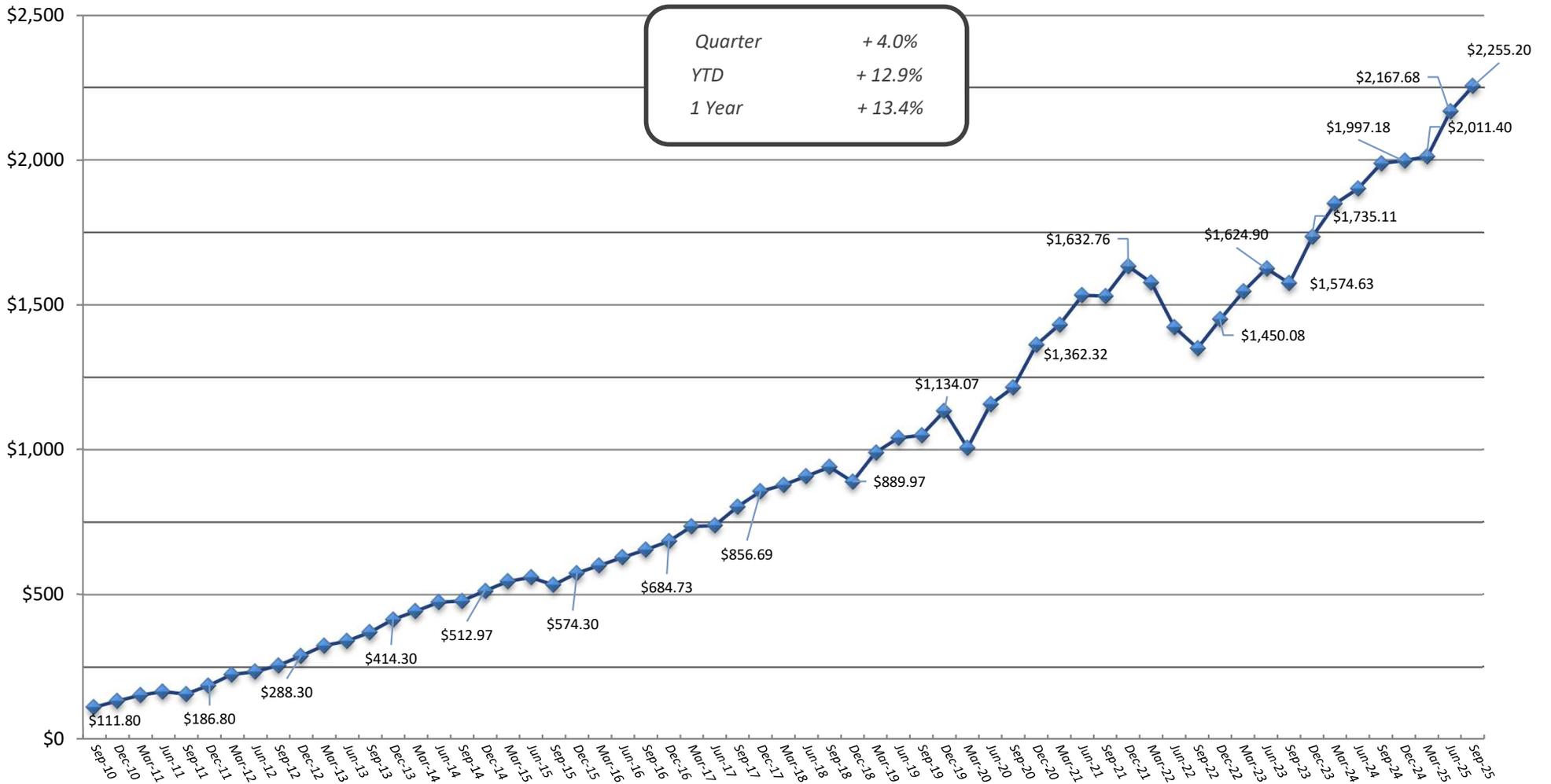


*Note: Historical #'s through June 2010 are year end and quarterly #'s as reported by Van Kampen.
July 2010 value represents the \$671 mil conversion total.*

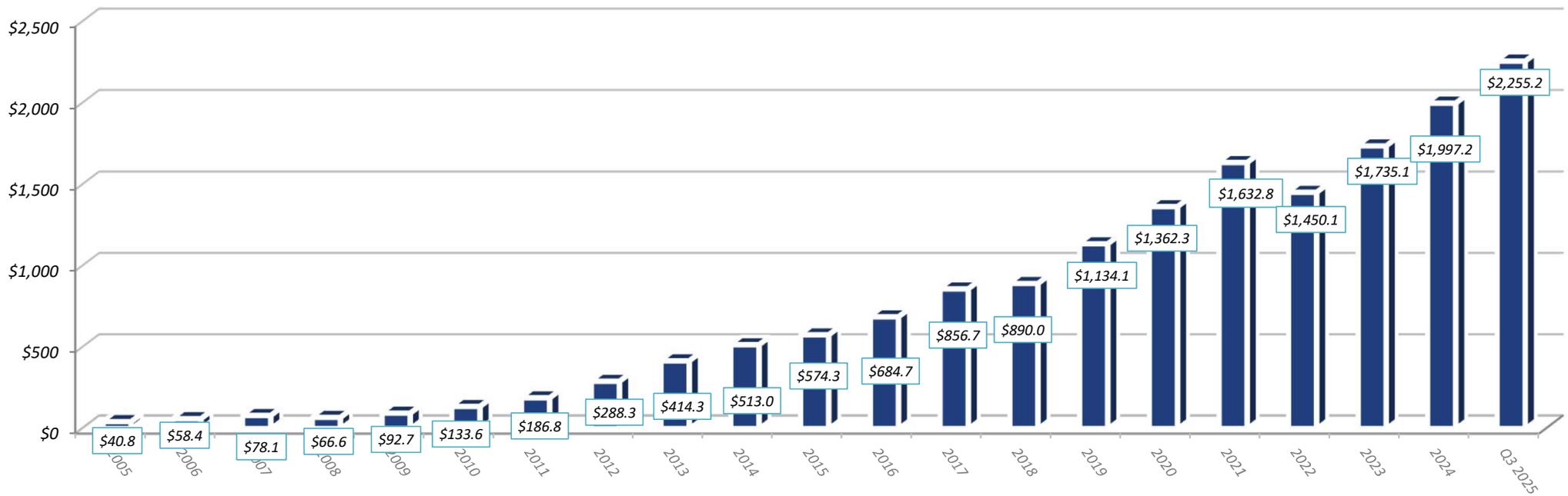
Total Plan Assets



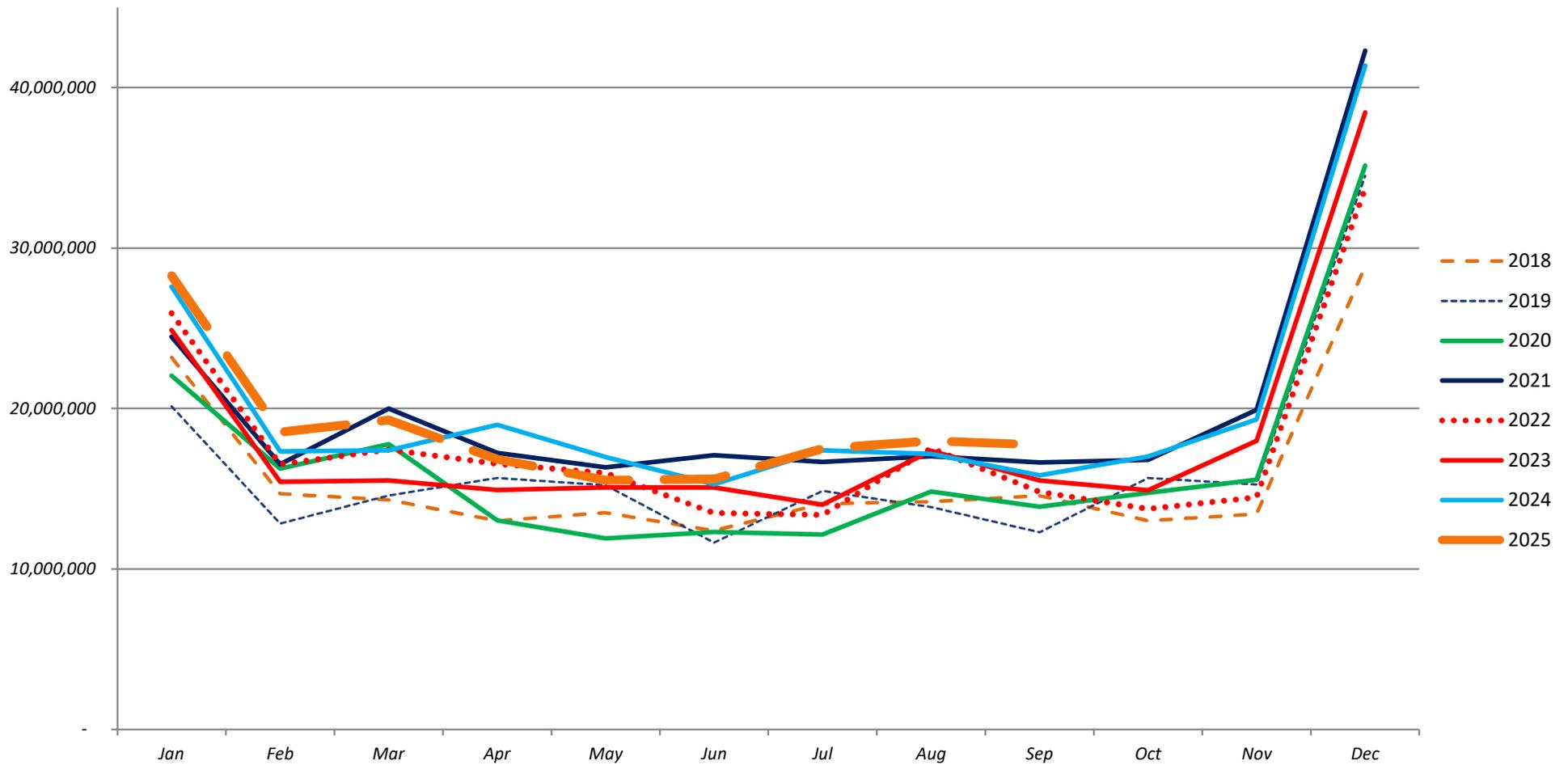
Alabama Assets (quarter end)



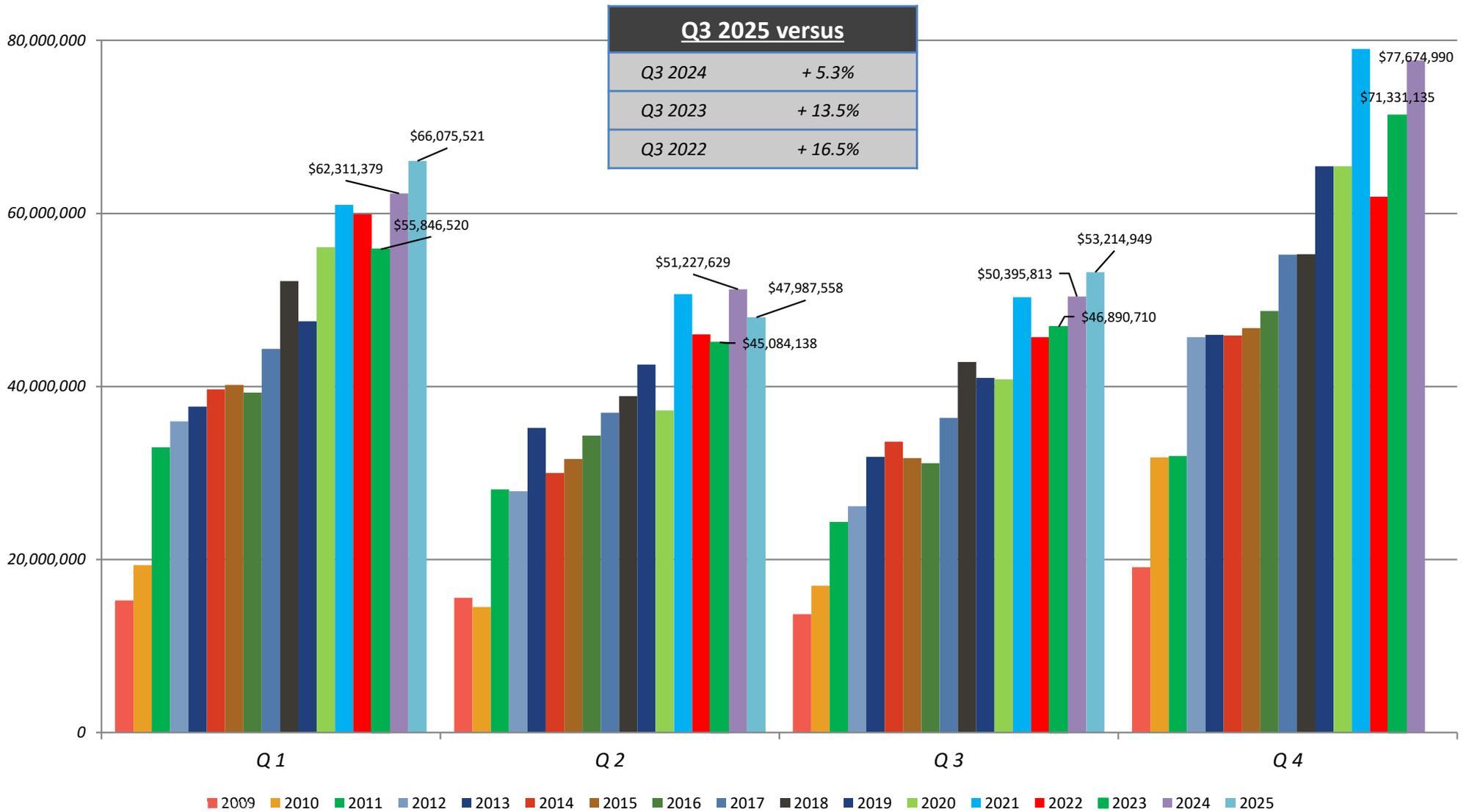
Calendar Year End



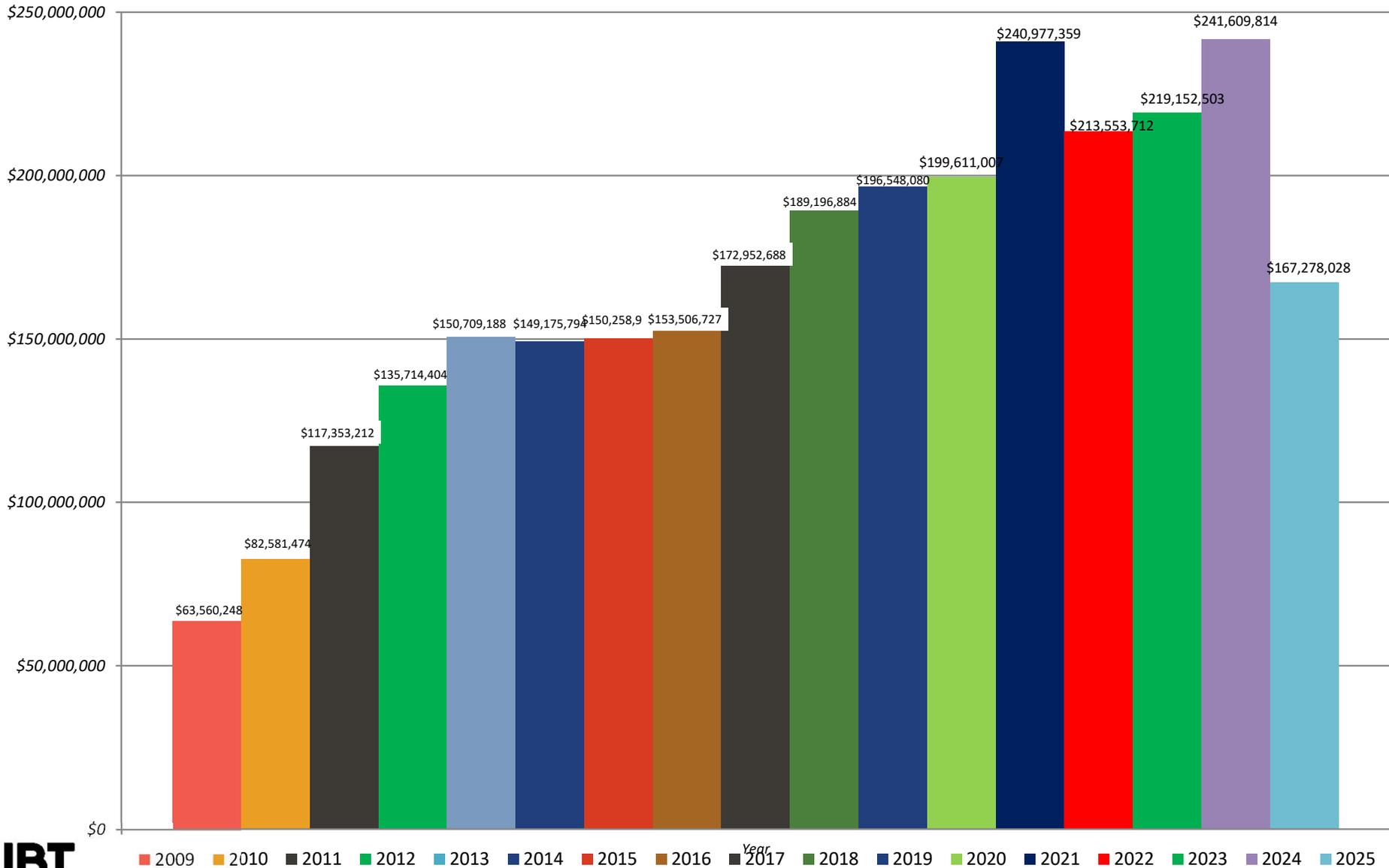
Total Contributions



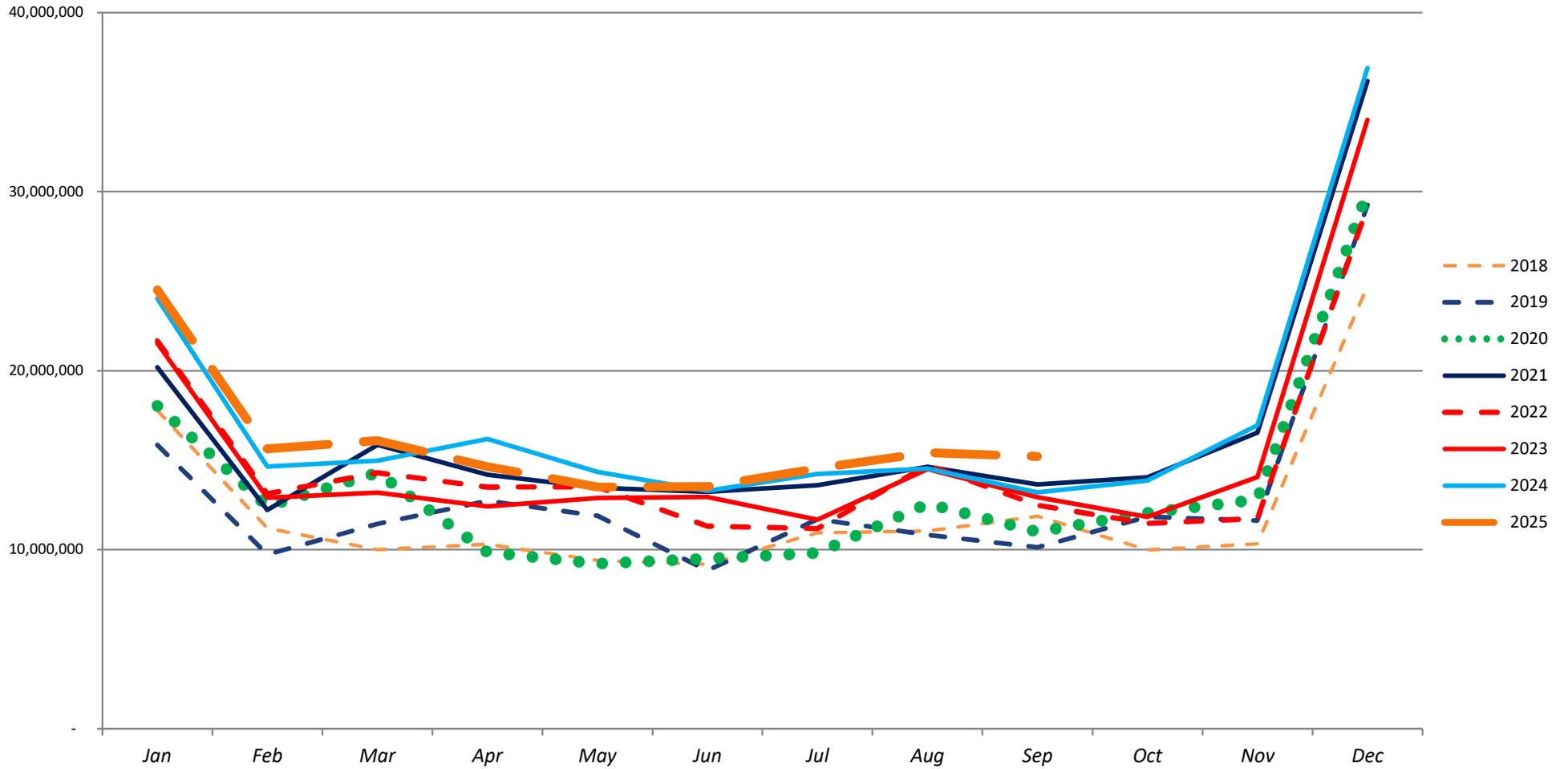
Total Contributions by quarter (2009 – 2025)



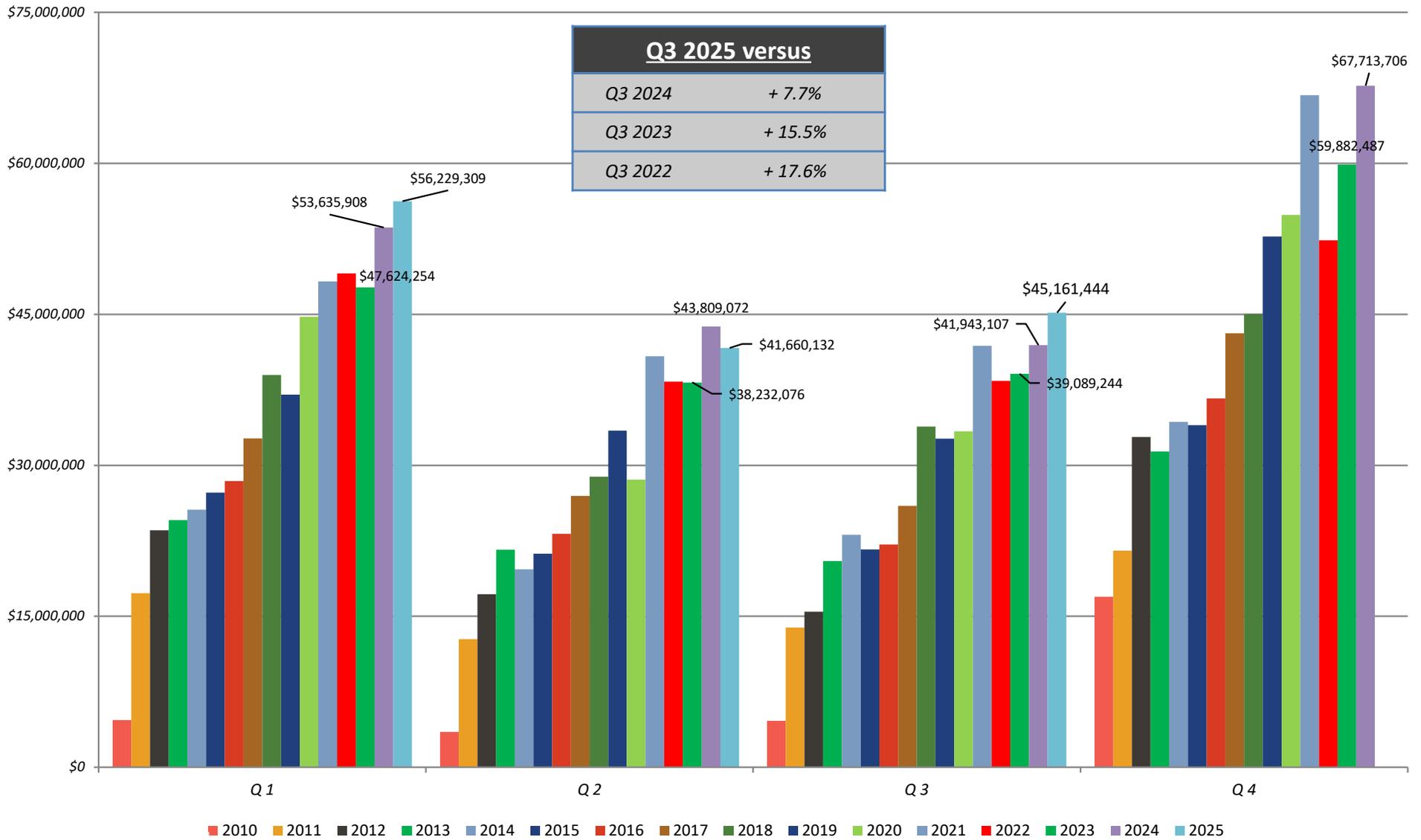
Total Contributions by Calendar Year (2009 – 2025)



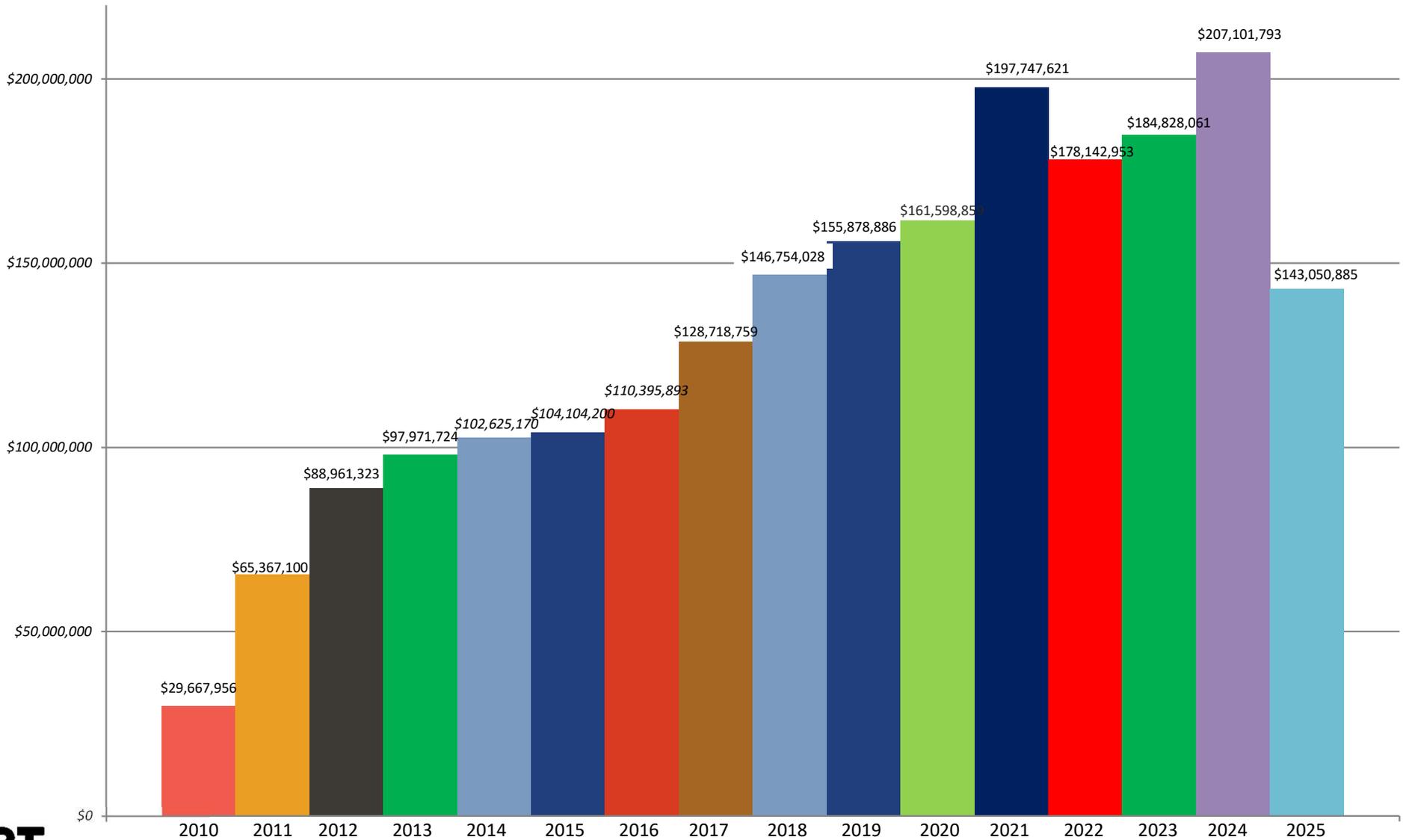
Alabama Contributions



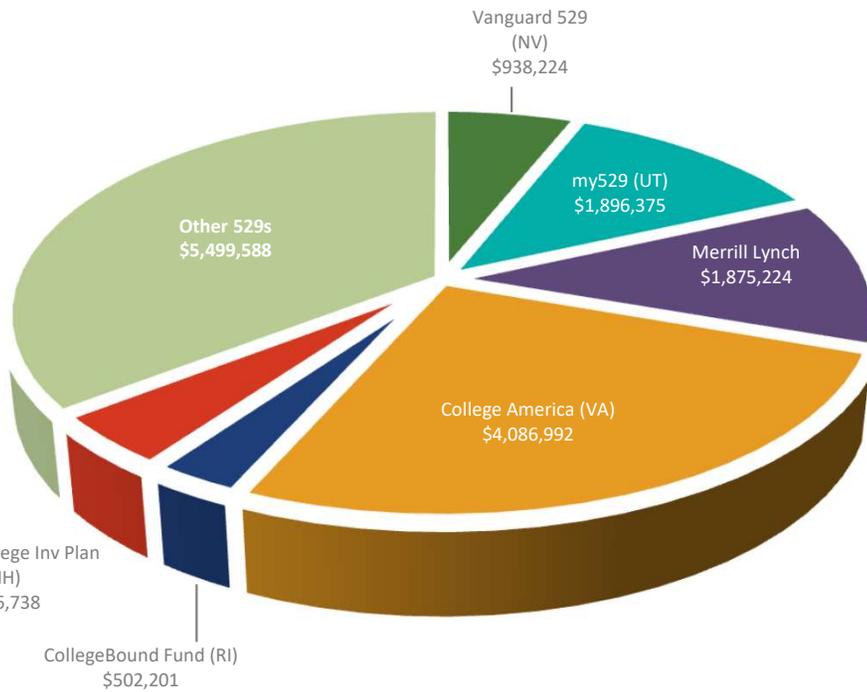
Alabama Contributions by quarter (2010 - 2025)



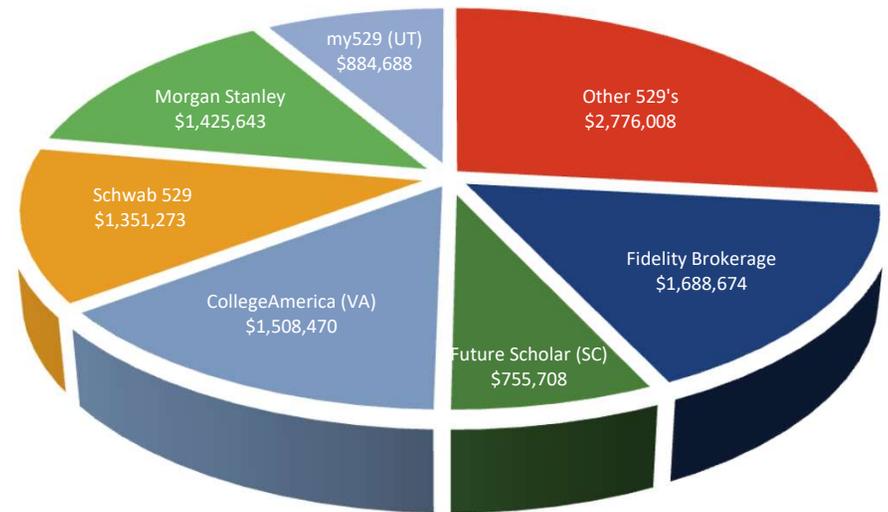
Alabama Contributions by Calendar Year (2010 - 2025)



Rollovers IN (\$15.6 mil)



Rollovers OUT (\$10.4 mil)

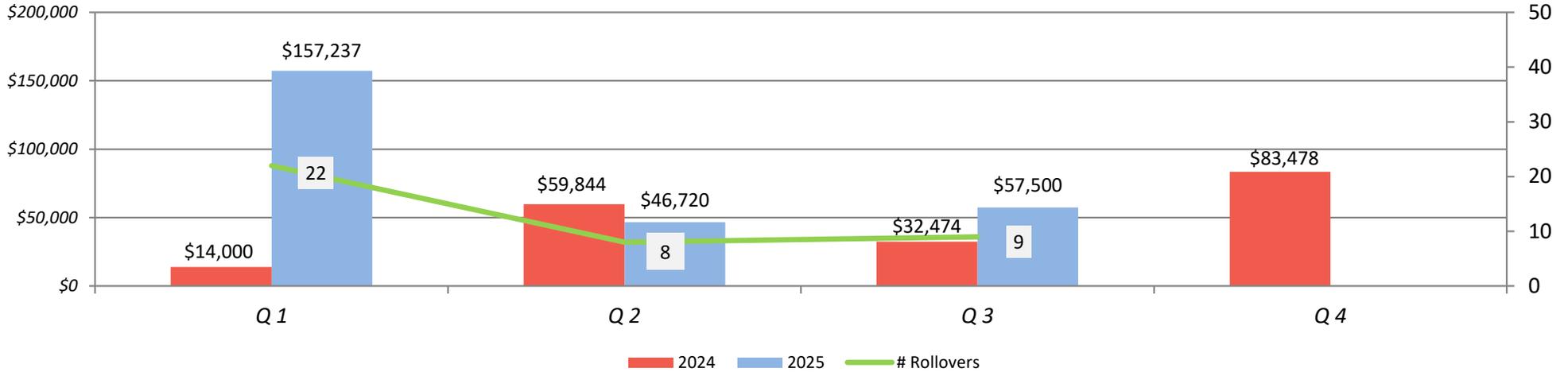


	Rollovers IN	Rollovers OUT	Rollovers OUT To an In-State Plan	Rollovers OUT To a Direct-Sold Plan
Direct	\$8.362	\$2.060	49.6%	45.5%
Advisor	\$7.217	\$8.330	8.7%	38.6%
Total	\$15.579 mil	\$10.390 mil	16.8%	40.0%

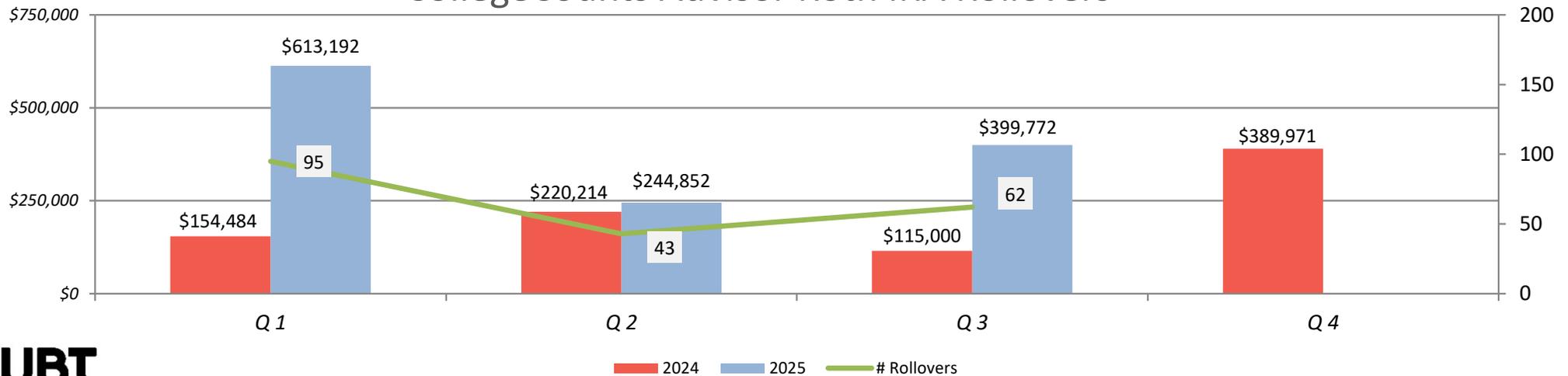
2025 Roth IRA Rollovers

YTD 2025	
Total	\$1.519 mil
# of Rollovers	239
Avg Rollover	\$6,357

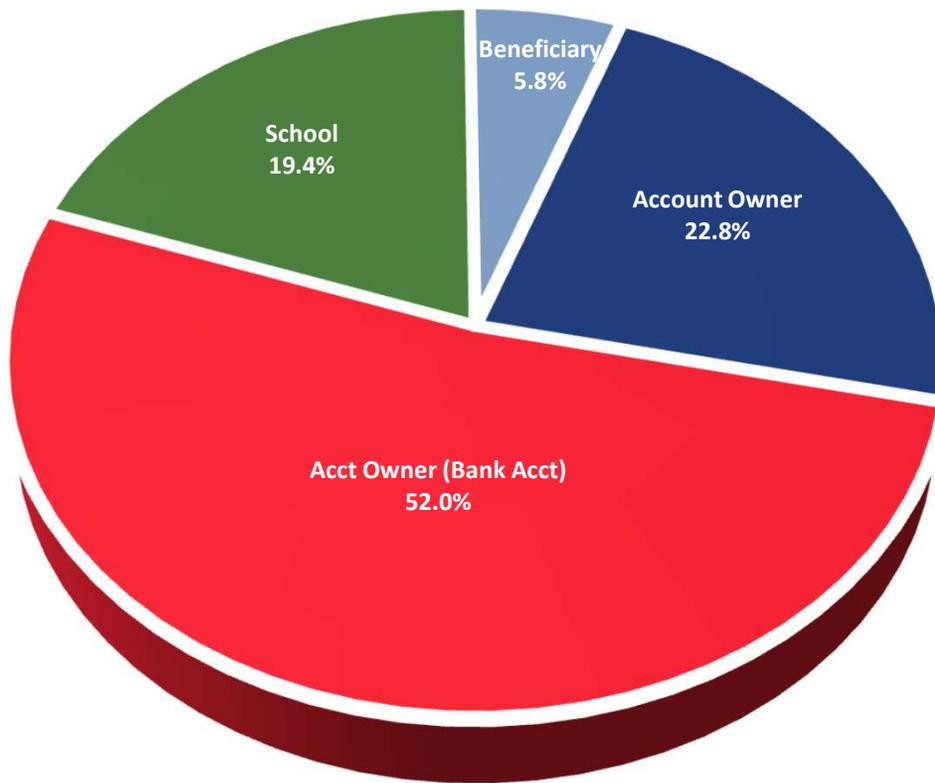
CollegeCounts Direct Roth IRA Rollovers



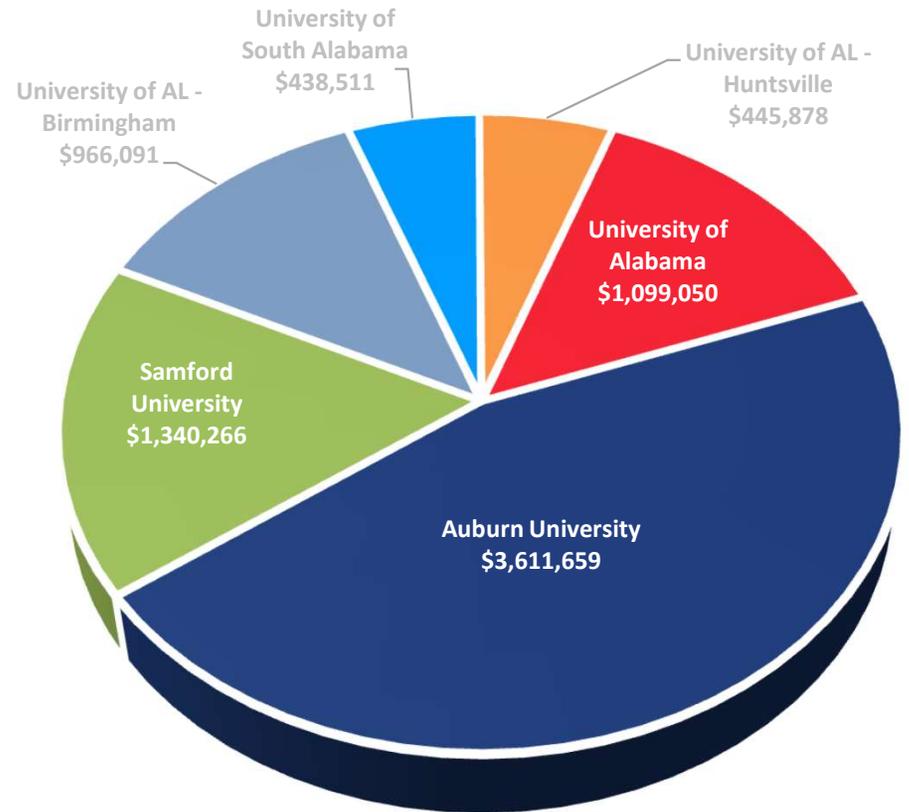
CollegeCounts Advisor Roth IRA Rollovers



YTD 2025 Withdrawals (\$177.9 mil)

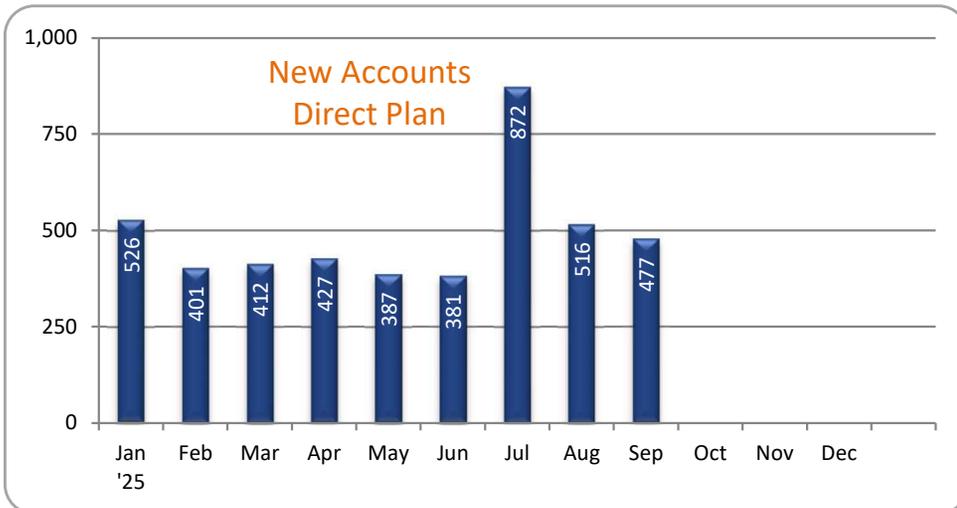


Withdrawals Paid Direct to Colleges (\$34.5 mil)



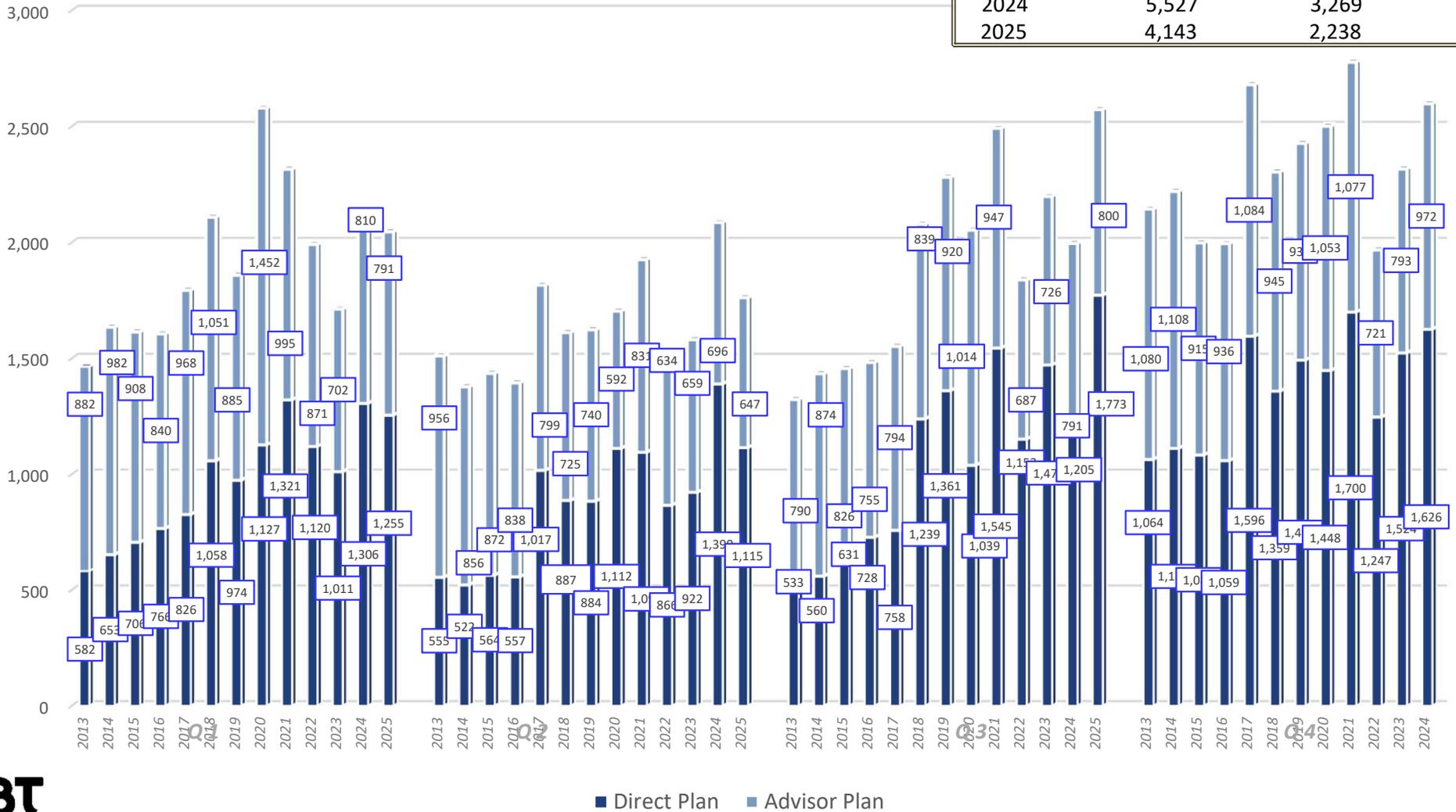
Top 6 Alabama colleges by withdrawal amounts

Accounts (Calendar Year)

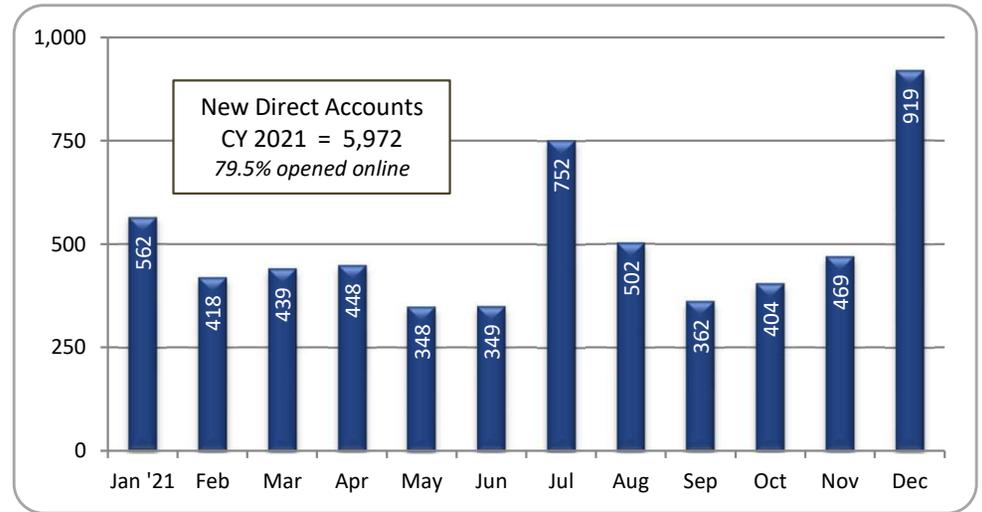
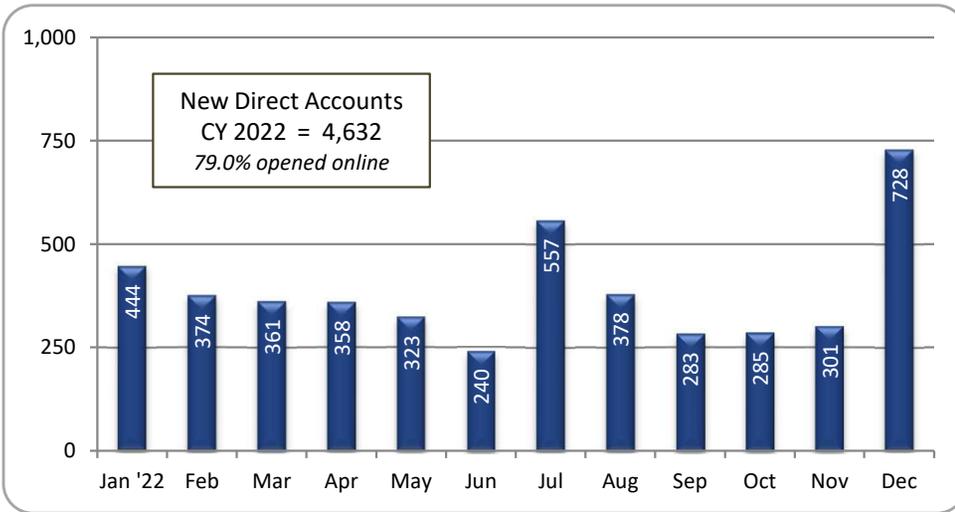
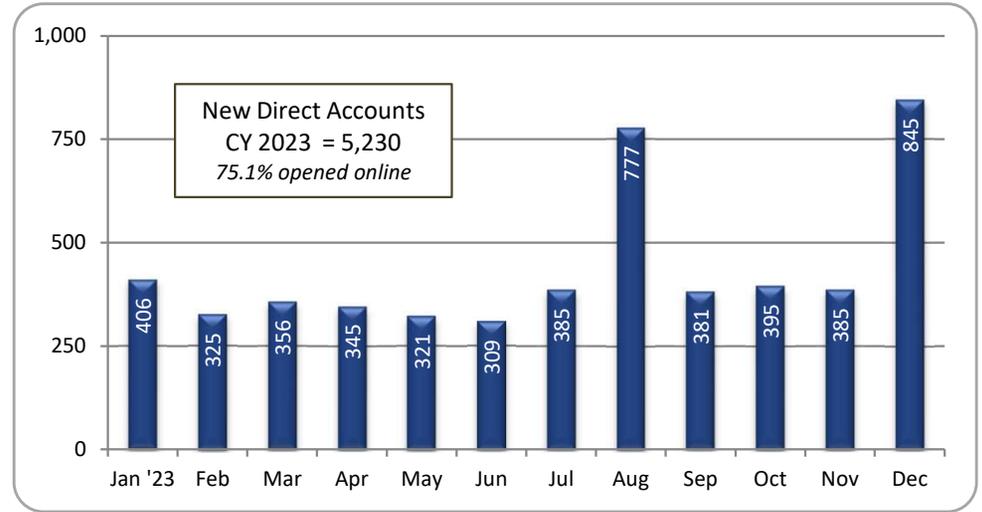
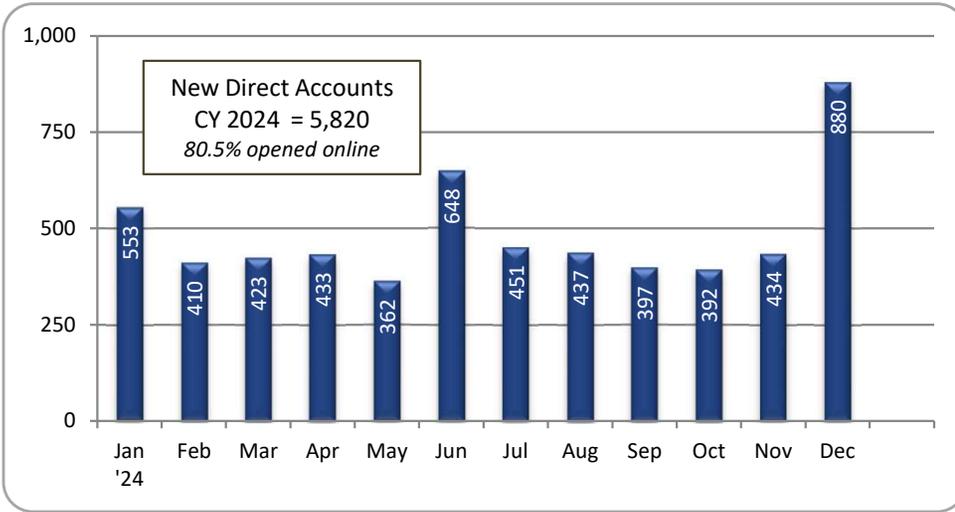


New Alabama Accounts

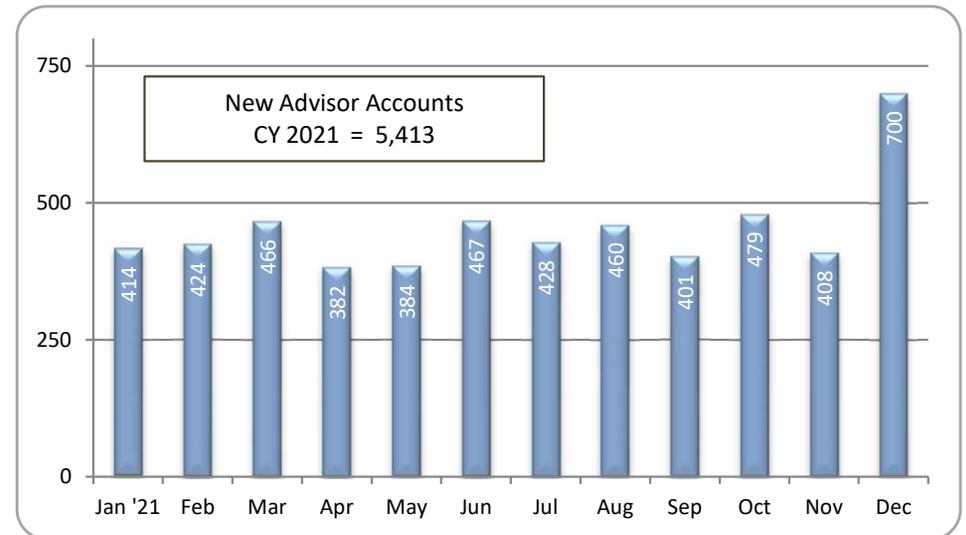
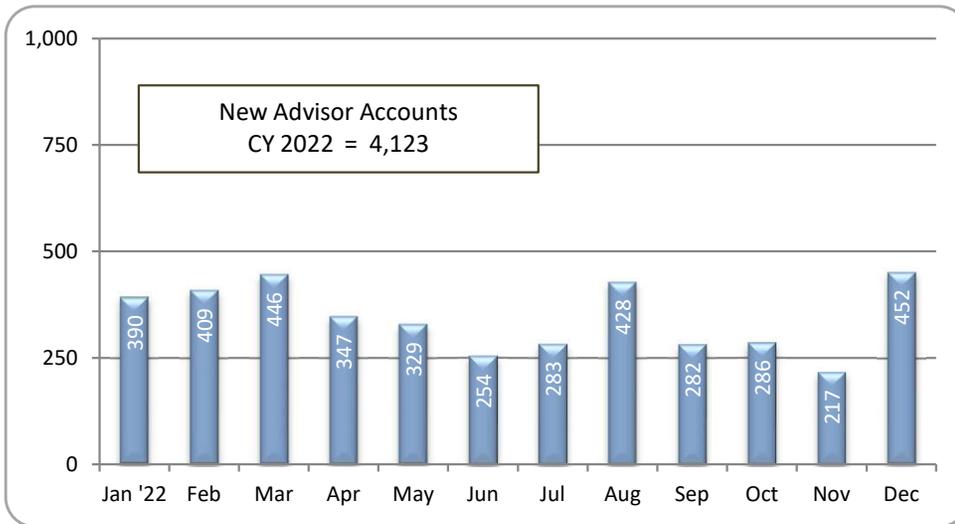
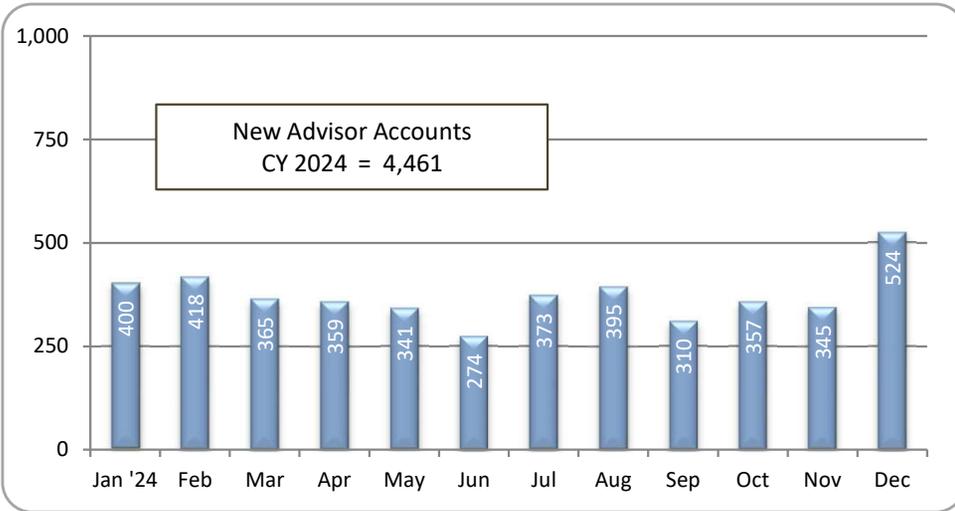
	Direct	Advisor	Total
2013	2,734	3,708	6,442
2014	2,847	3,820	6,667
2015	2,984	3,521	6,505
2016	3,110	3,369	6,479
2017	4,197	3,645	7,842
2018	4,543	3,560	8,103
2019	4,712	3,479	8,191
2020	4,726	4,111	8,837
2021	5,661	3,850	9,511
2022	4,385	2,913	7,298
2023	4,929	2,880	7,809
2024	5,527	3,269	8,796
2025	4,143	2,238	6,381



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)

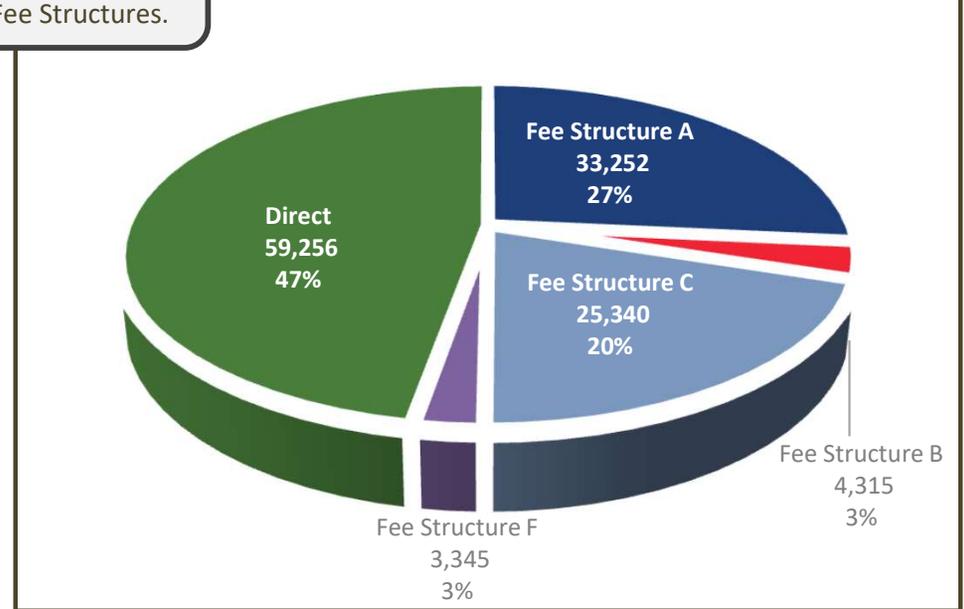
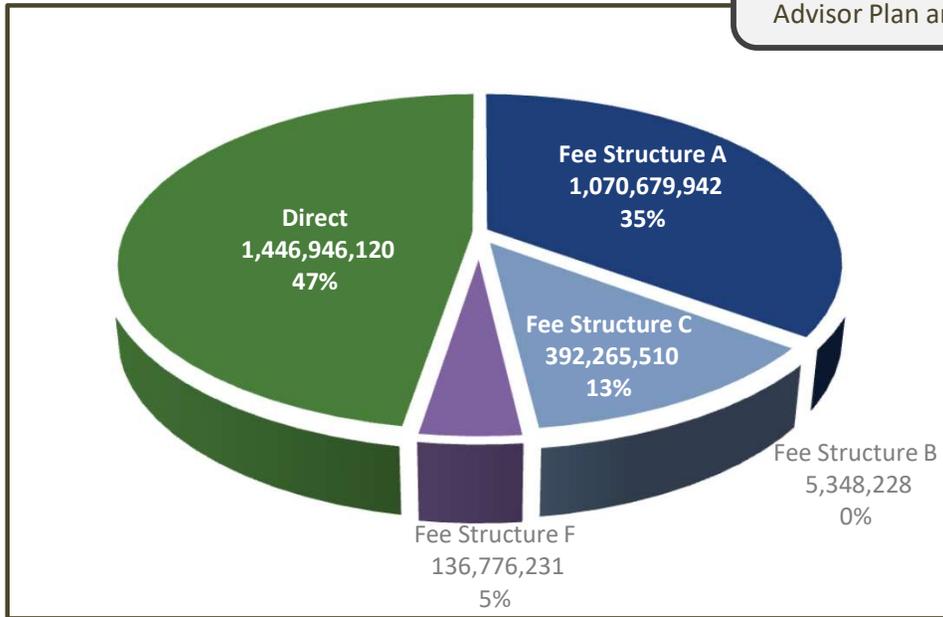
- 1) Edward Jones & Co
- 2) Morgan Stanley
- 3) Raymond James
- 4) Wells Fargo Advisors
- 5) LPL Financial

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	\$2.255 bil	73.9%			5.2 mil
2 California	\$147.0 mil	4.8%	\$16.456 bil	0.9%	39.4 mil
3 Texas	\$92.4 mil	3.0%	\$1.132 bil	7.9%	31.3 mil
4 Florida	\$67.9 mil	2.2%	\$1.548 bil	3.9%	23.4 mil
5 Tennessee	\$41.5 mil	1.4%	\$397 mil	9.5%	7.2 mil
6 Georgia	\$35.8 mil	1.2%	\$6.830 bil	0.5%	9.5 mil
7 New Jersey	\$34.1 mil	1.1%	\$6.001 bil	0.5%	11.2 mil
8 Pennsylvania	\$31.9 mil	1.0%	\$5.706 bil	0.5%	13.1 mil
9 Minnesota	\$27.0 mil	0.9%	\$2.087 bil	1.3%	5.8 mil
10 Massachusetts	\$25.8 mil	0.8%	\$10.054 bil	0.2%	7.1 mil

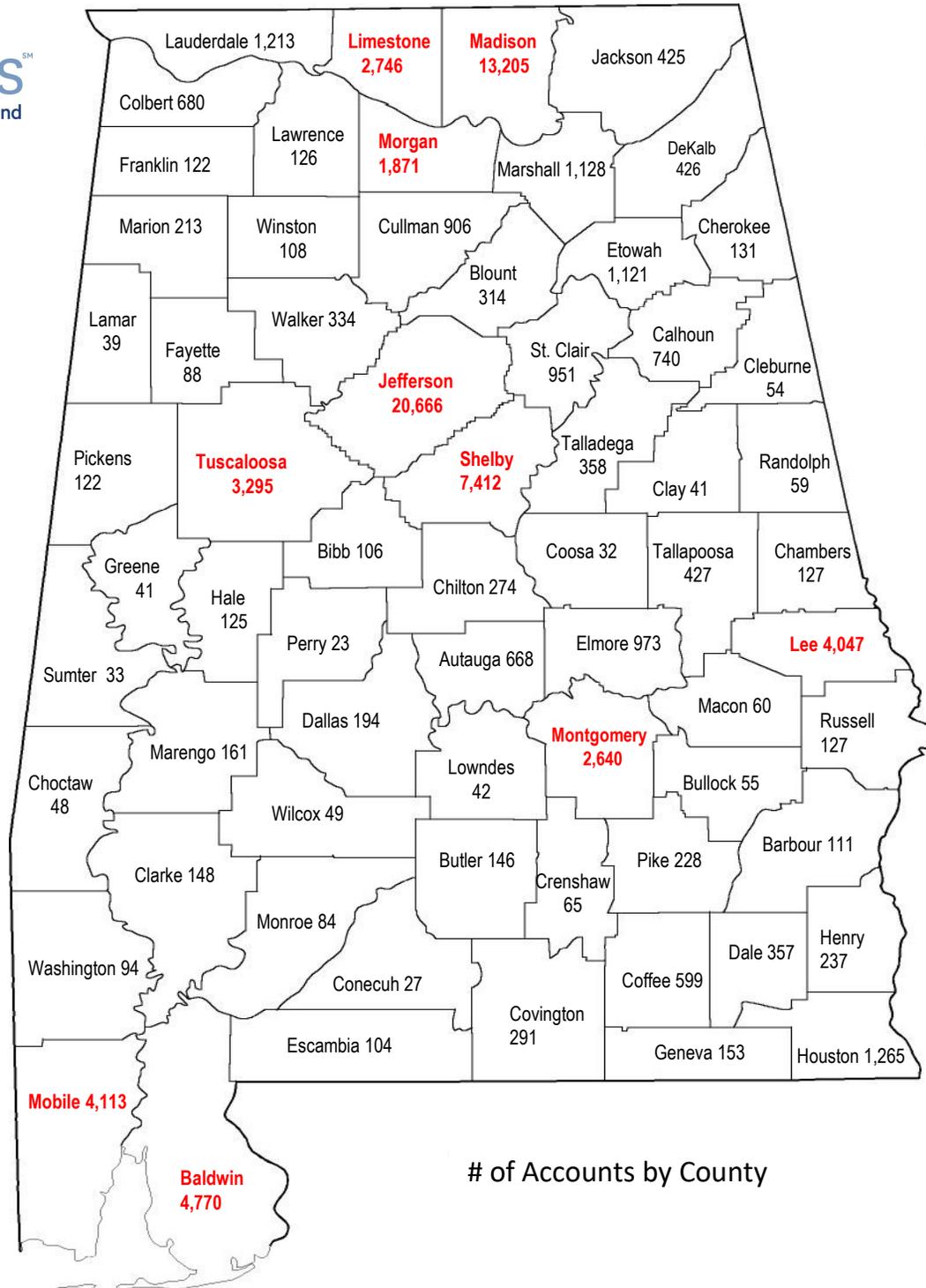
* Source: Strategic Insight and industry reports as of December 2024
U.S. Census Bureau July 1, 2024 population estimates

Market Value and Accounts – by County

(10 largest Alabama counties by # of accounts)

County	Dec 31, 2024 Accounts	Sept 30, 2025 Accounts	YTD 2025 Growth	% of AL Accts	Assets (mil)	% of AL Assets
1) Jefferson	20,112	20,666	2.6%	25.2%	\$736.4	32.7%
2) Madison	12,752	13,205	3.6%	16.1%	\$329.2	14.6%
3) Shelby	7,268	7,412	2.0%	9.0%	\$210.2	9.3%
4) Baldwin	4,595	4,770	3.8%	5.8%	\$119.6	5.3%
5) Mobile	3,985	4,113	3.2%	5.0%	\$117.5	5.2%
6) Lee	3,902	4,047	3.7%	4.9%	\$100.2	4.4%
7) Tuscaloosa	3,205	3,295	2.8%	4.0%	\$91.8	4.1%
8) Montgomery	2,613	2,640	1.0%	3.2%	\$99.1	4.4%
9) Limestone	2,607	2,746	5.3%	3.4%	\$58.1	2.6%
10) Morgan	<u>1,817</u>	<u>1,871</u>	3.0%	2.3%	<u>\$37.6</u>	1.7%
Totals	62,856	64,765	+ 3.0%	79%	\$1,899.7 bil	84%

County Map
(10 largest counties in red)



of Accounts by County

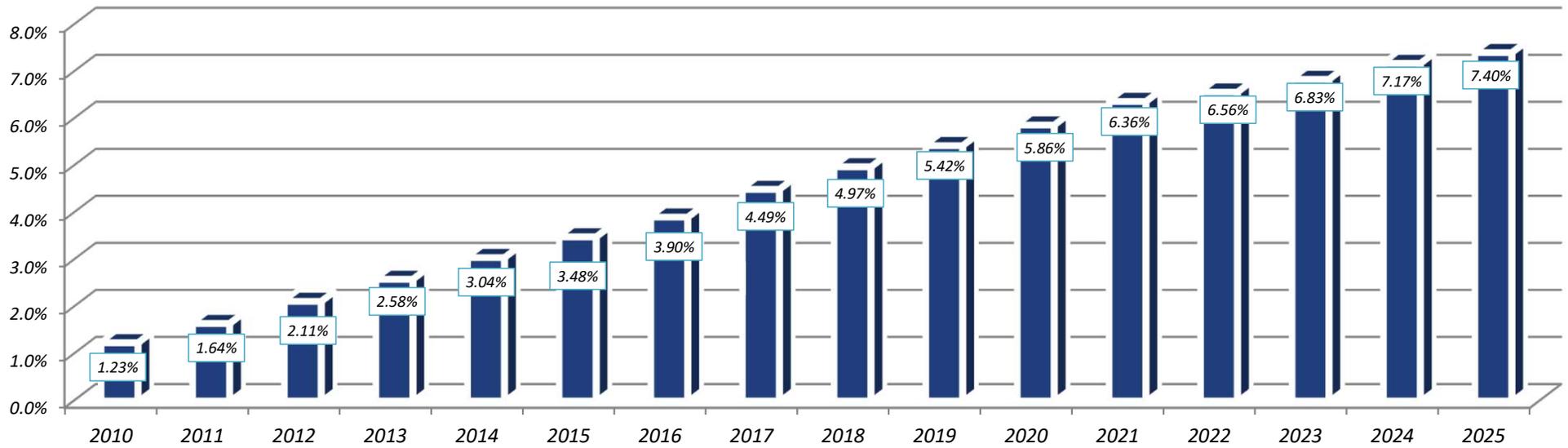
In-State “Success Rate”

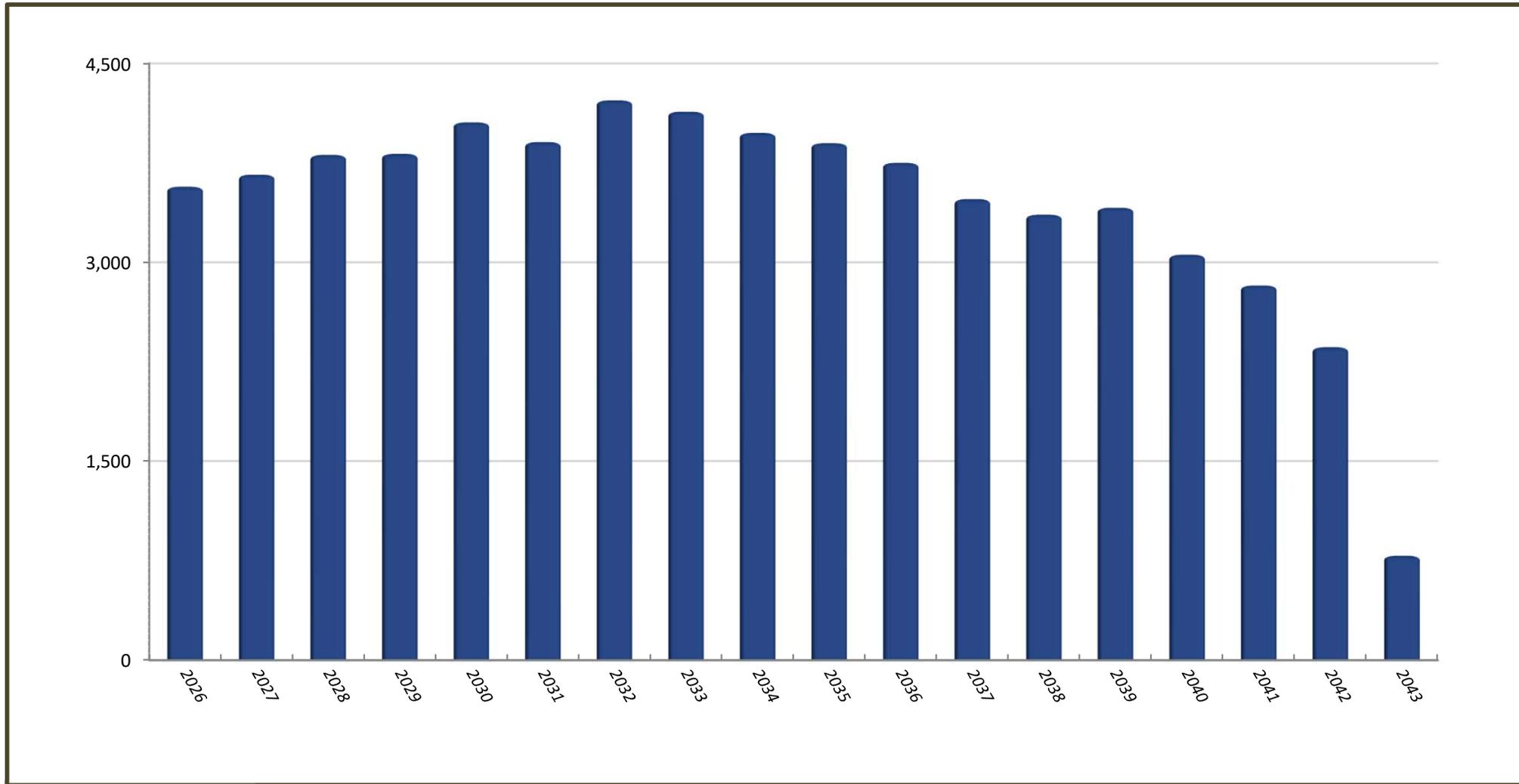
The following metric measures the number of CollegeCounts 529 accounts with an Alabama account owner. This is a key measure regarding the effectiveness of the marketing and grass roots efforts in increasing the number of Alabama families who save for college.

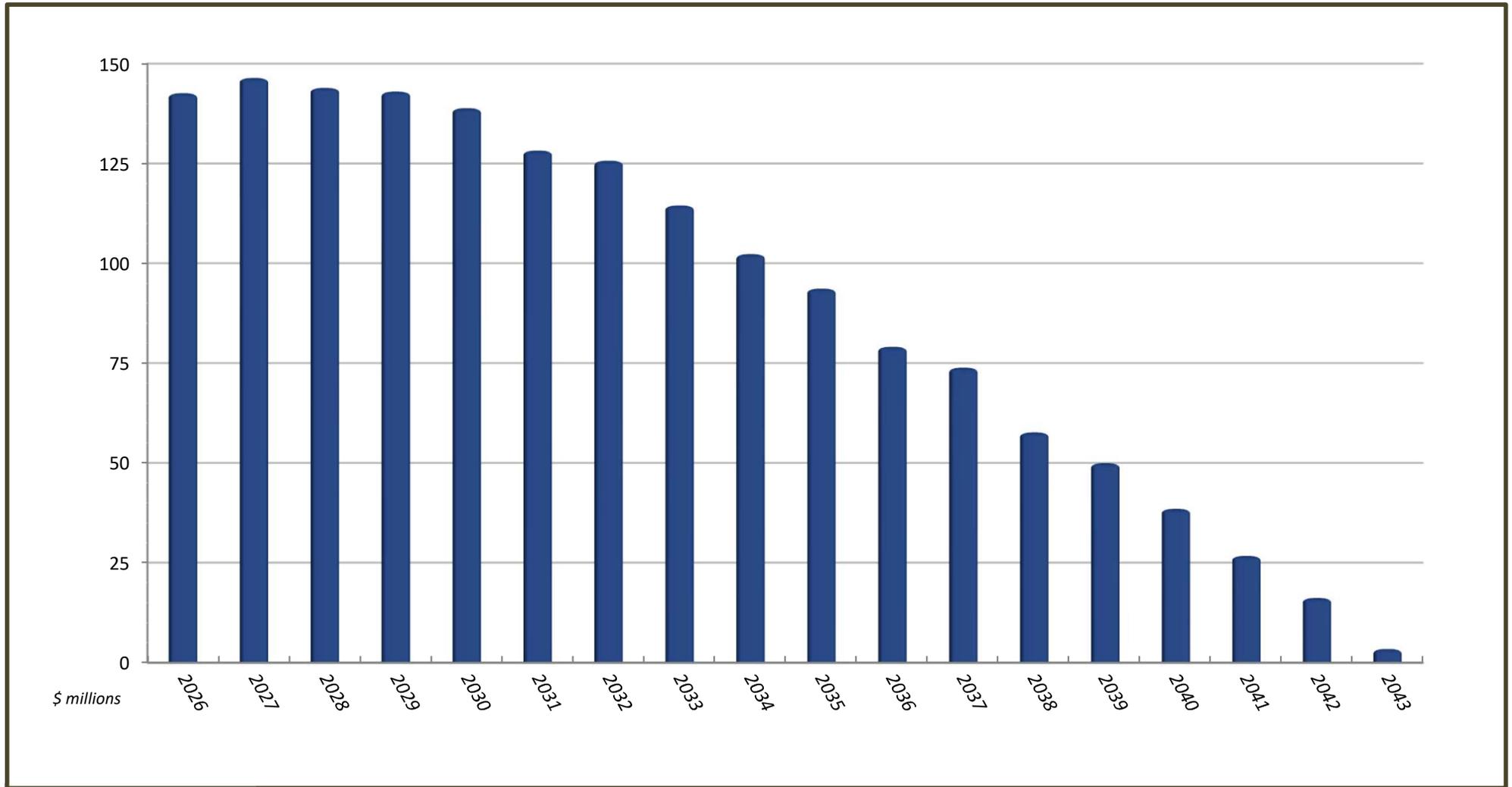
	<u>U.S. Census 2010</u>	<u>2016 Census Fact Finder</u>	<u>U.S. Census 2020</u>
Alabama Population	4,779,736	4,863,300	5,024,279
Population under age 18	1,132,459	1,096,823	1,107,113
Accounts with an Alabama Owner	81,938	81,938	81,938
In-State “Success Rate”	7.24%	7.47%	7.40%

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

Calendar Year End

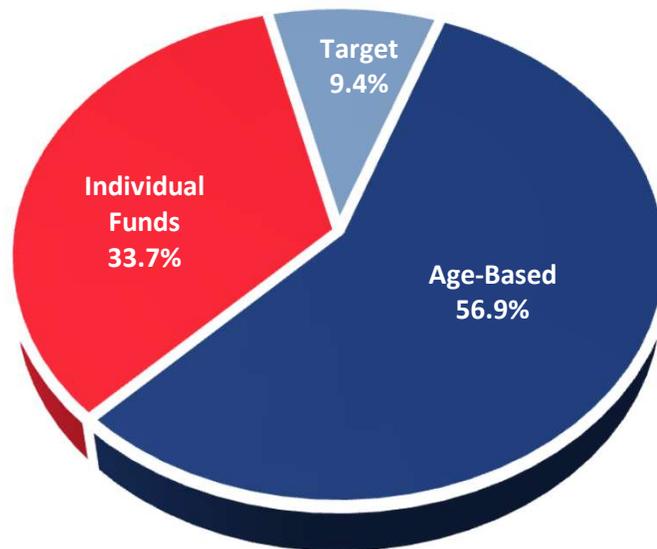






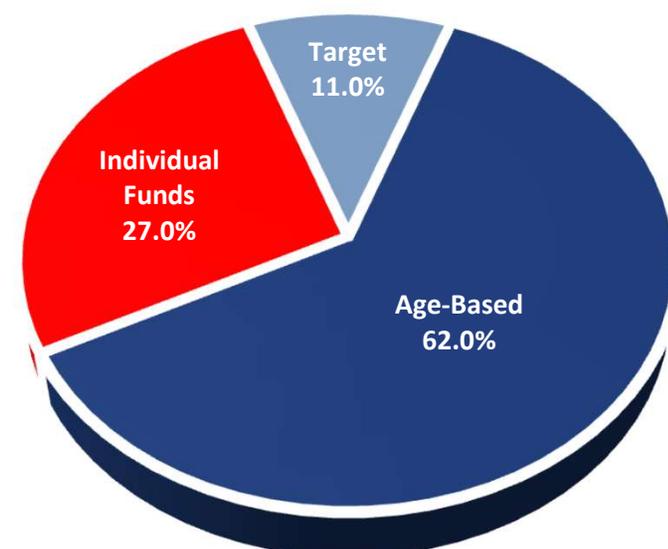
The Direct Plan offers investors:

- 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:

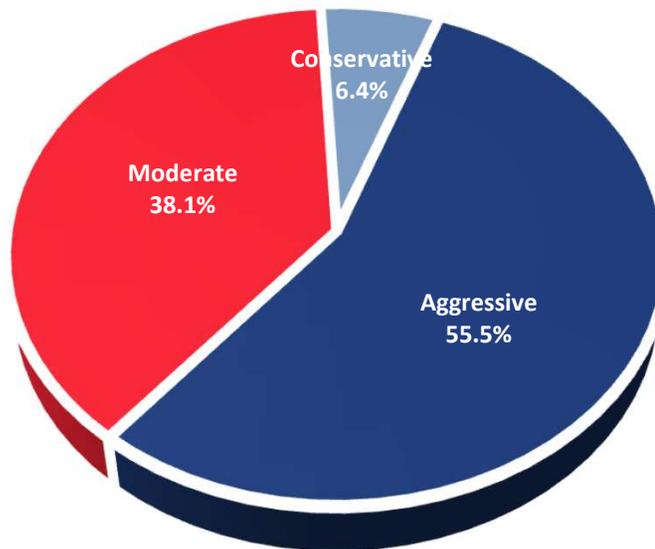
- 3 Age-Based Tracks (*Aggressive, Moderate, and Conservative*)
- 6 Target Portfolios (*100% equity to 100% fixed*)
- 24 Individual Fund Portfolios



Direct Plan

68.4% of investors utilize the 3 Age-Based Tracks

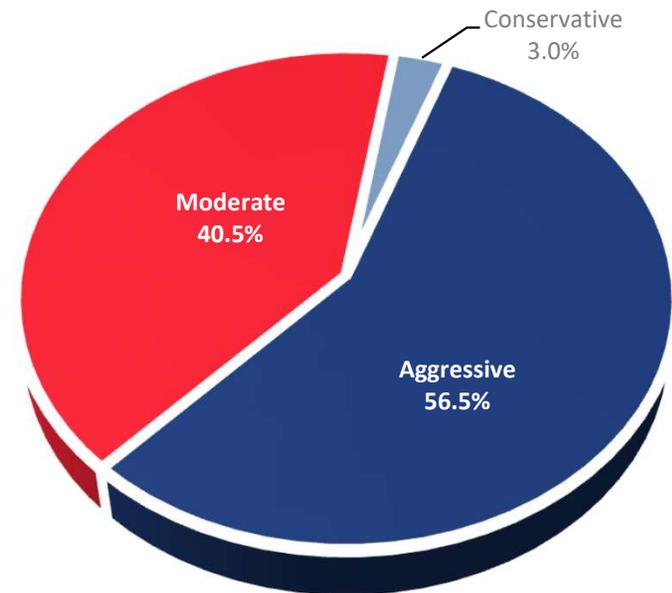
- Aggressive Track → 19,483 accounts and \$479.0 mil
- Moderate Track → 13,398 accounts and \$309.3 mil
- Conservative Track → 2,252 accounts and \$35.2 mil



Advisor Plan

69.9% of investors utilize the 3 Age-Based Tracks

- Aggressive Track → 20,768 accounts and \$565.2 mil
- Moderate Track → 14,869 accounts and \$400.8 mil
- Conservative Track → 1,092 accounts and \$28.6 mil

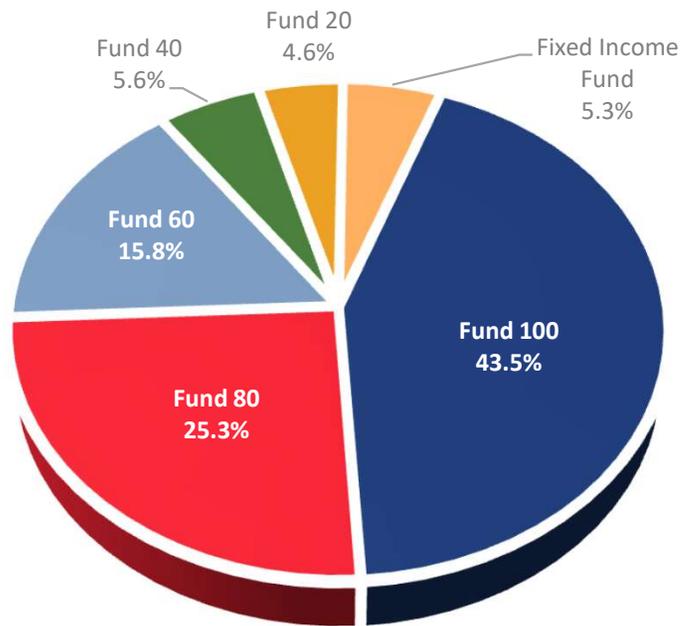


Based on number of accounts

Direct Plan

The 6 Target Portfolios are utilized by 8.2% of investors

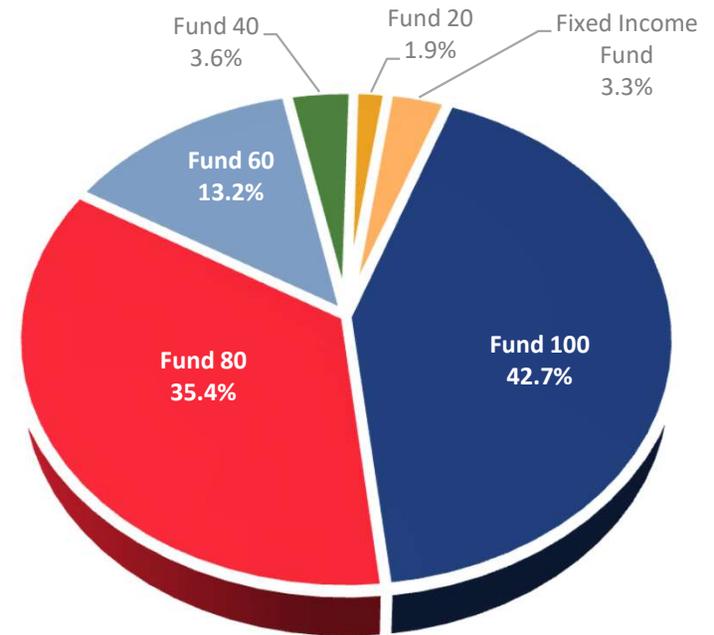
- Fund 80 & 100 → 2,905 accounts and \$106.0 mil
- Fund 40 & 60 → 904 accounts and \$24.1 mil
- Fixed Income & Fund 20 → 418 accounts and \$6.0 mil



Advisor Plan

The 6 Target Portfolios are utilized by 9.0% of investors

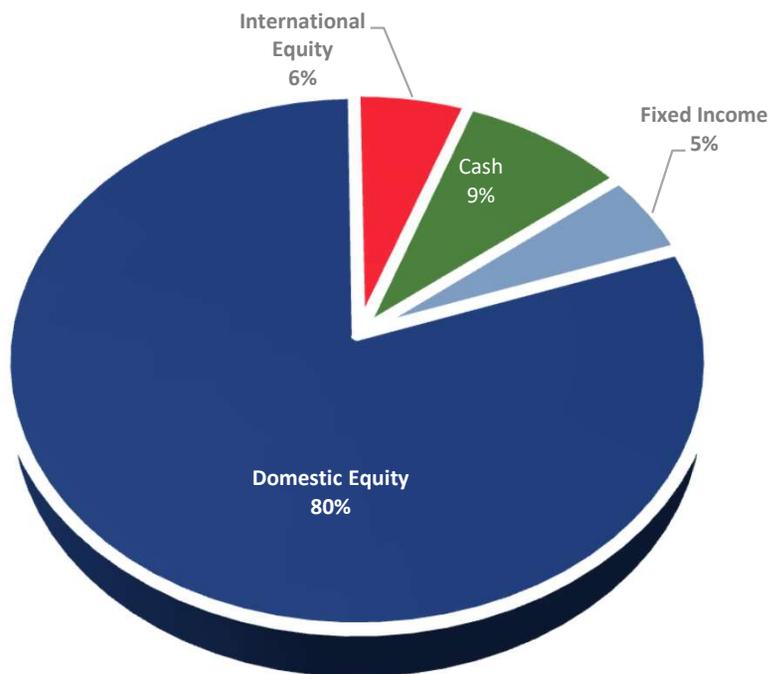
- Fund 80 & 100 → 3,711 accounts and \$142.0 mil
- Fund 40 & 60 → 796 accounts and \$29.5 mil
- Fixed Income & Fund 20 → 245 accounts and \$5.3 mil



Based on number of accounts

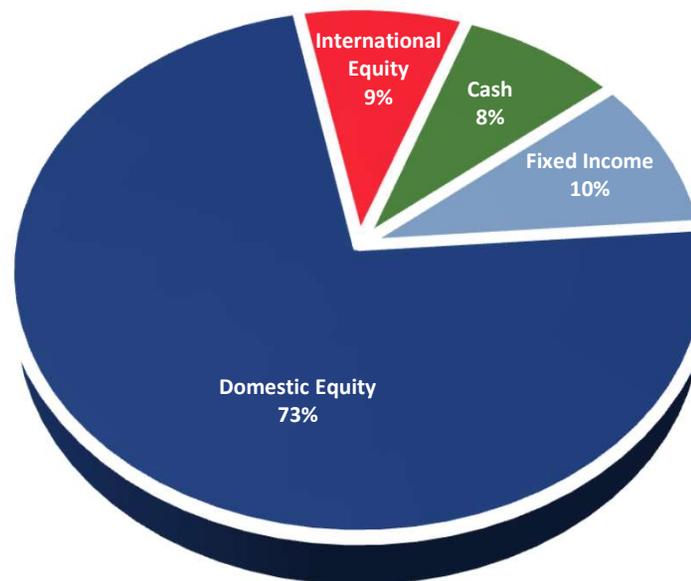
Direct Plan

26 Individual Fund Portfolios
Elections = 23.4% (33.7% of assets)
(average # of individual fund portfolios utilized = 3.6)



Advisor Plan

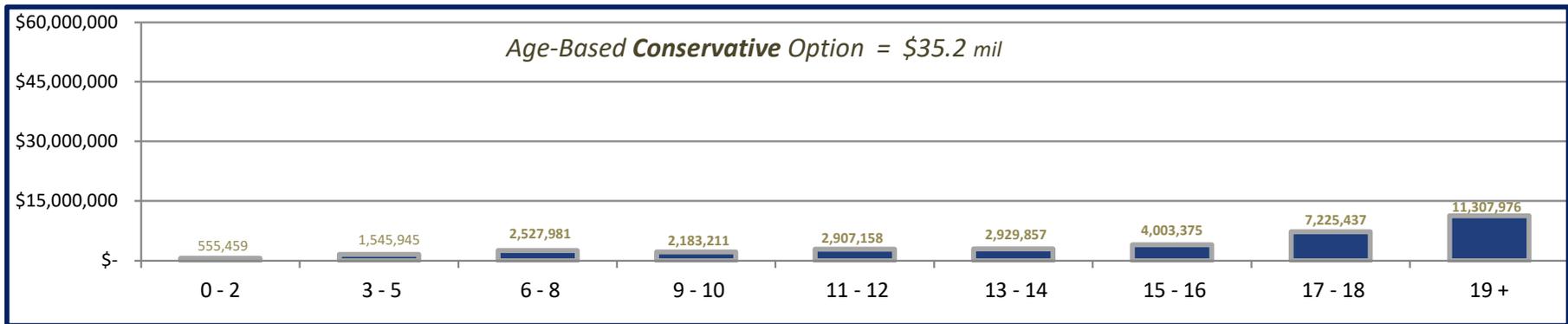
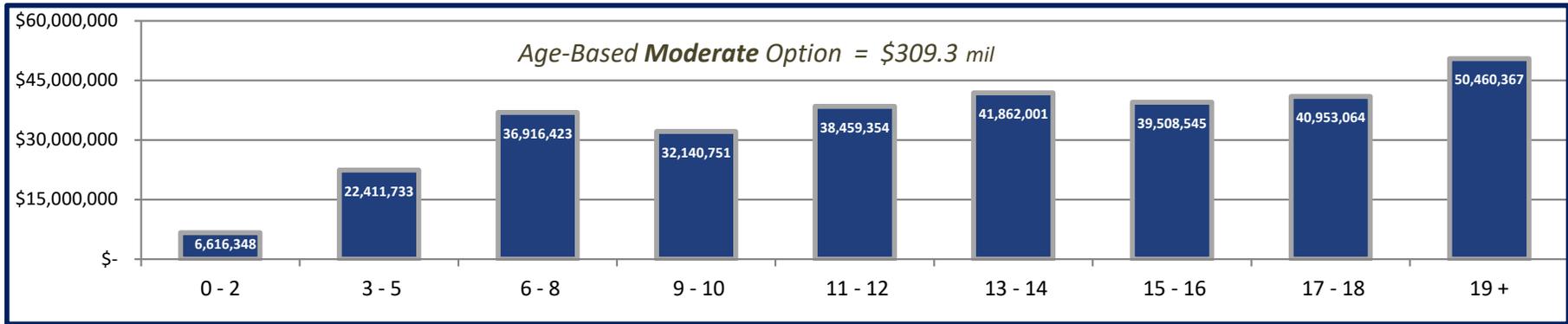
24 Individual Fund Portfolios
Elections = 21.1% (27.0% of assets)
(average # of individual fund portfolios utilized = 4.7)



Based on market value

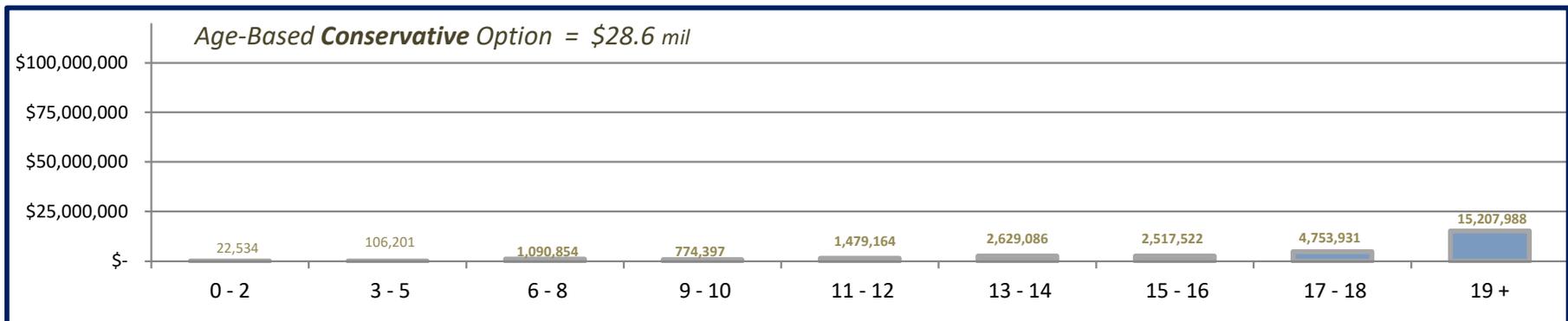
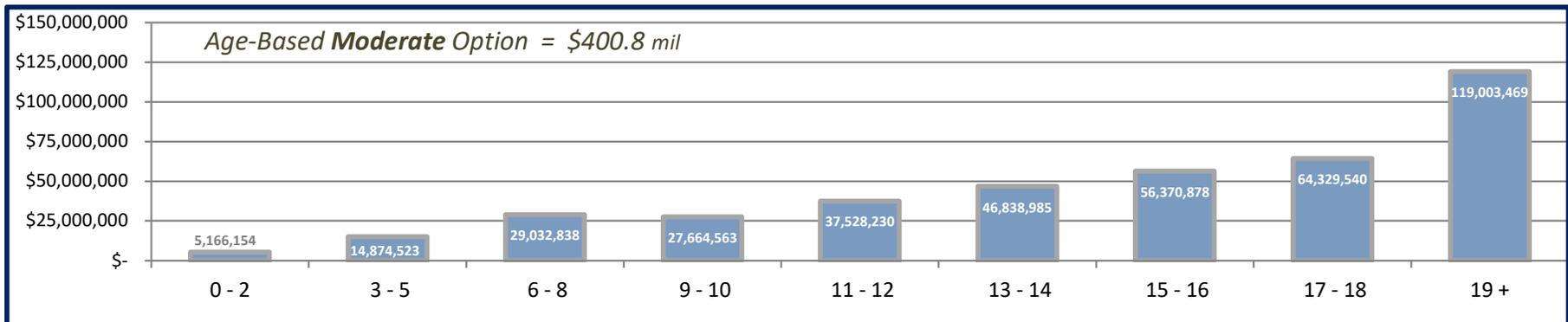
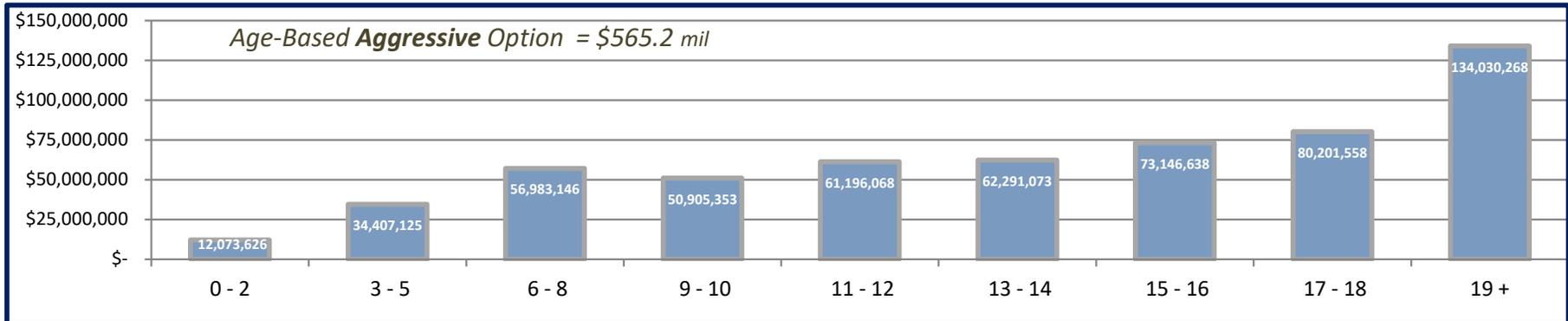
Direct Plan – Age-Based Portfolios

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

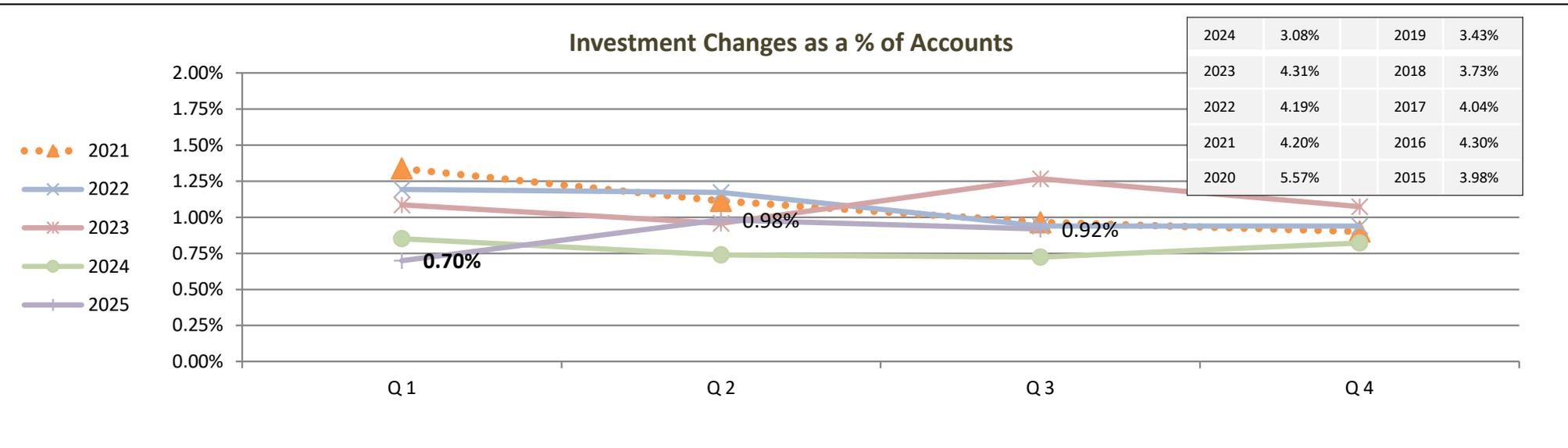
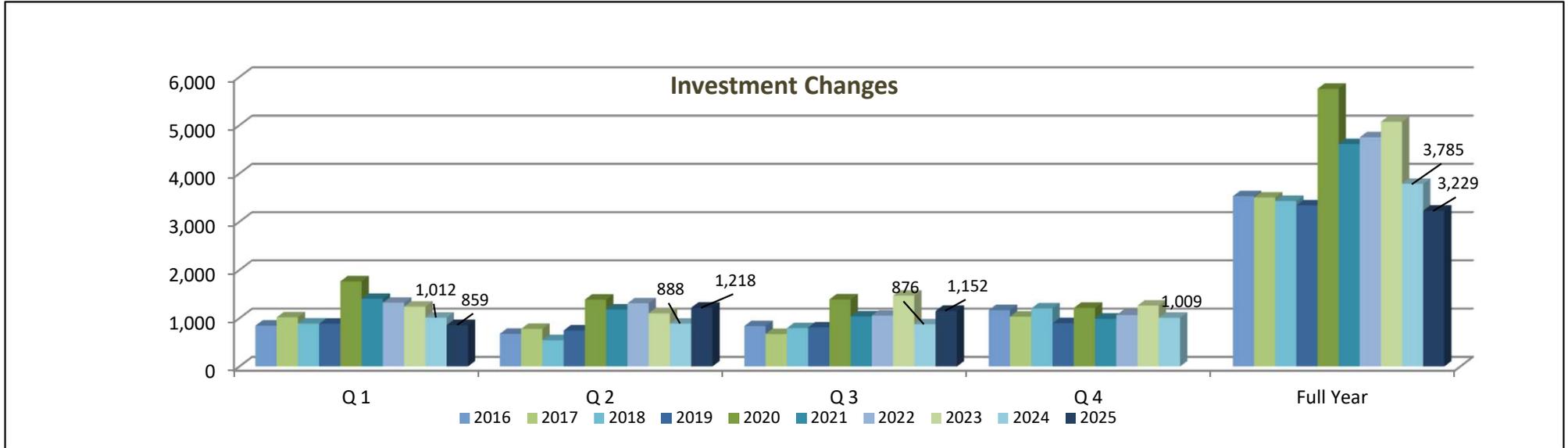


Advisor Plan – Age-Based Portfolios

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



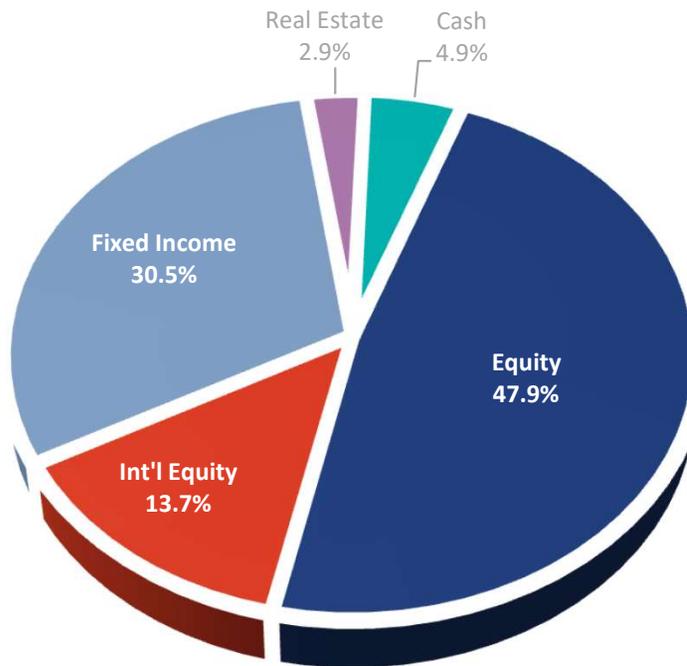
Investment Change Activity



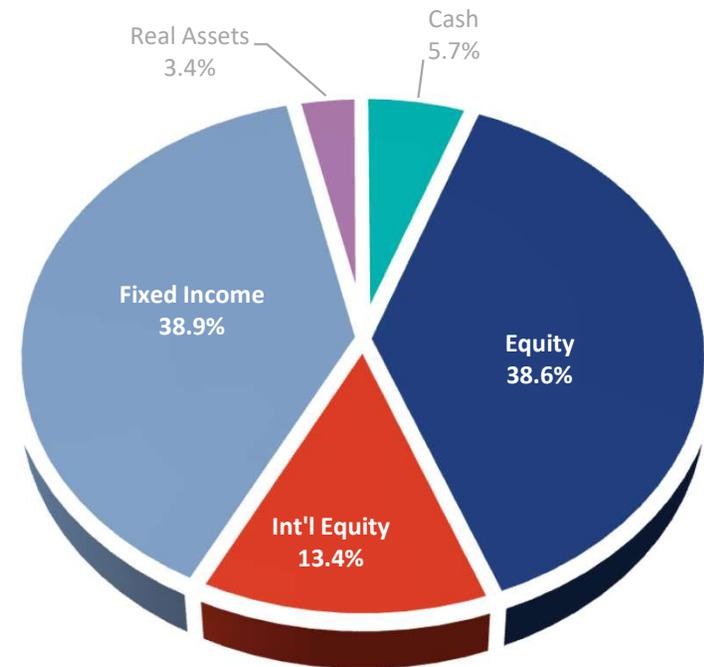
Overall Plan Asset Allocation

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%

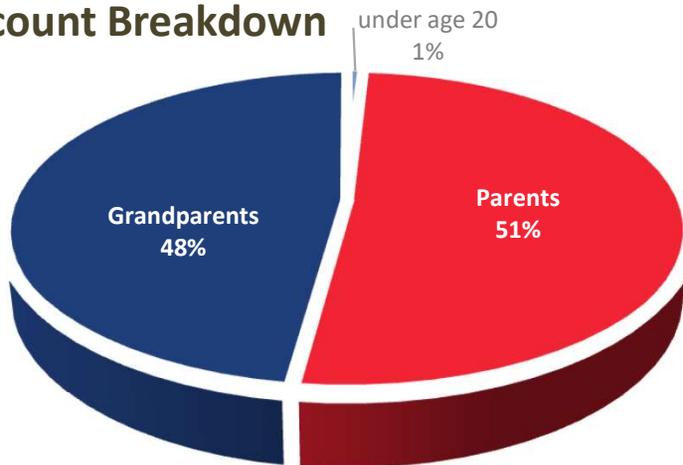
Account Owner Statistics

	Account Owner Age	# of Accounts	%	Market Value	%	Average Account Size
Parents	Under age 20	958	0.9%	\$33.6 mil	1.1%	\$35,063
	20 – 34	7,374	7.1%	\$94.8 mil	3.1%	\$12,855
	35 – 49	45,892	44.2%	\$1.278 bil	41.9%	\$27,851
Grandparents	50 – 64	29,395	28.3%	\$1.035 bil	33.9%	\$35,215
	65 plus	20,305	19.5%	\$610.3 mil	20.0%	\$30,057
	Totals	103,925		\$3.052 bil		\$29,367

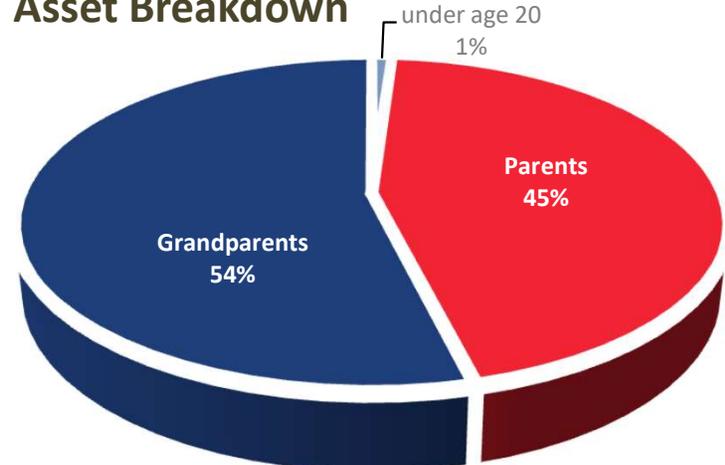
Average Age of Account Owner = 52.5
 Direct = 49.1 years Advisor = 54.8 years

Average Account Size
 Direct Plan \$28,161
 Advisor Plan \$30,547

Account Breakdown



Asset Breakdown

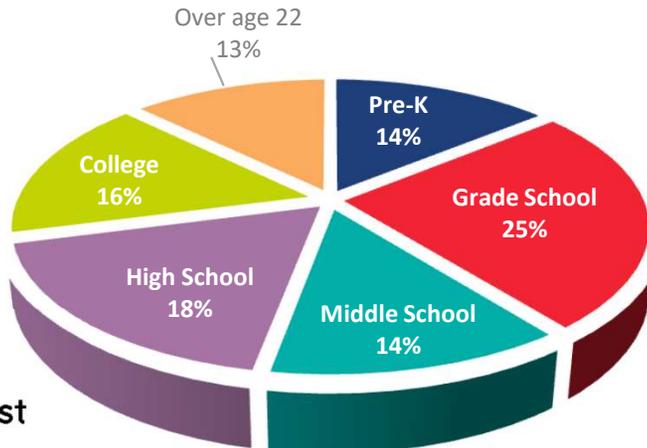


Age of Beneficiary	# of Accounts	%	Market Value	%	Average Account Size
Pre-K (< 5)	14,637	14.1%	\$172.9 mil	5.7%	\$11,815
Grade School (5 – 10)	26,183	25.2%	\$636.6 mil	20.9%	\$24,312
Middle School (11-13)	14,204	13.7%	\$484.6 mil	15.9%	\$34,111
High School (14-17)	18,701	18.0%	\$755.4 mil	24.8%	\$40,392
College (18-22)	16,989	16.4%	\$617.1 mil	20.2%	\$36,319
Over age 22	13,211	12.7%	\$385.5 mil	12.6%	\$29,175
Totals	103,925		\$3.052 bil		\$29,367

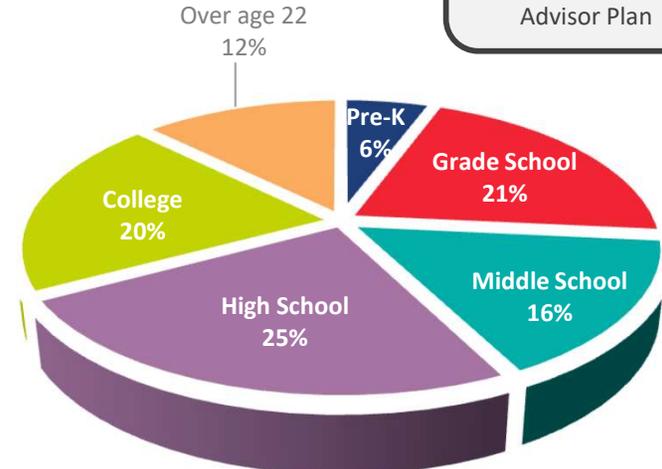
Average Age of Beneficiary = 14.4
 Direct = 12.4 years Advisor = 15.8 years

Median Account Size
CollegeCounts \$11,669
 Direct Plan \$12,150
 Advisor Plan \$11,298

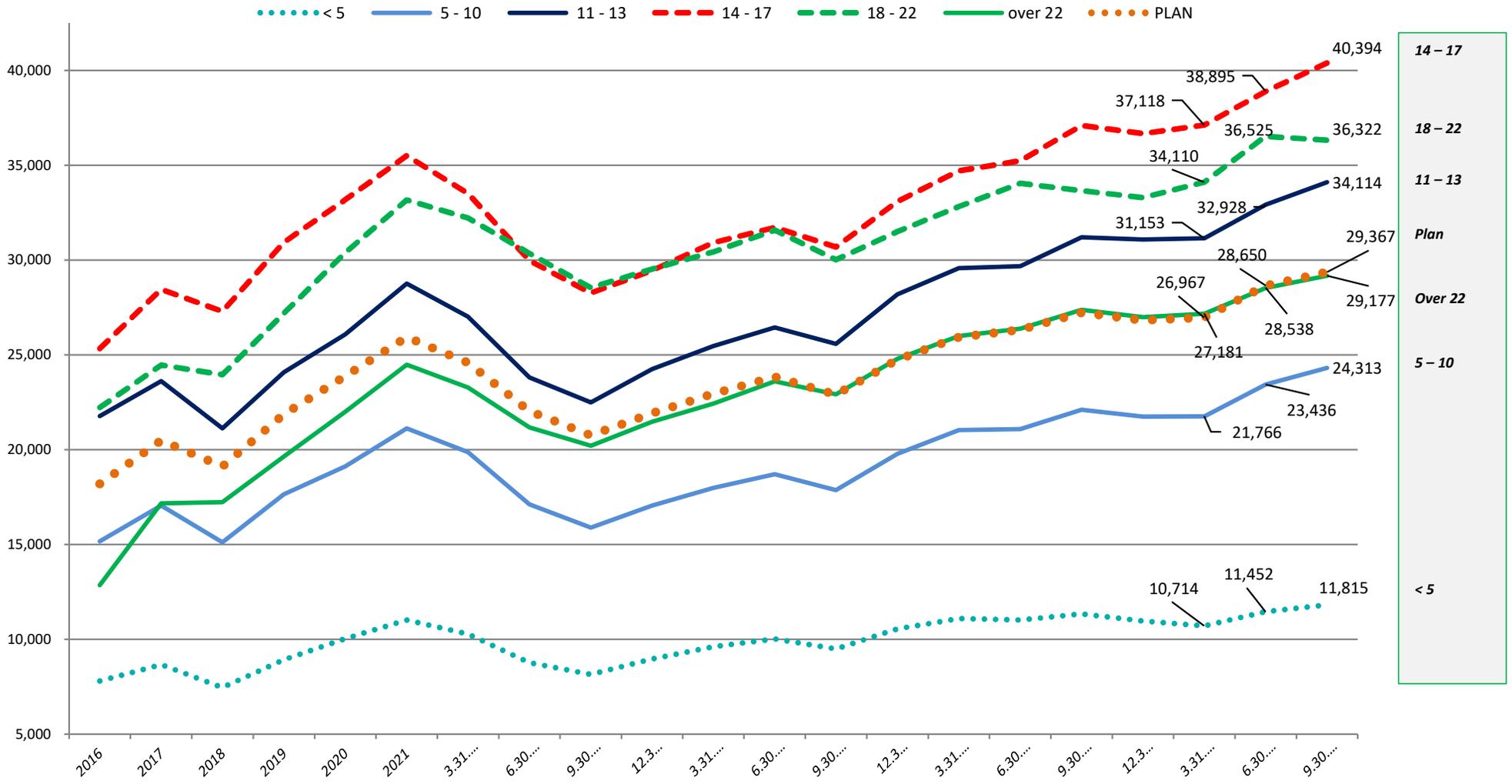
Account Breakdown



Asset Breakdown

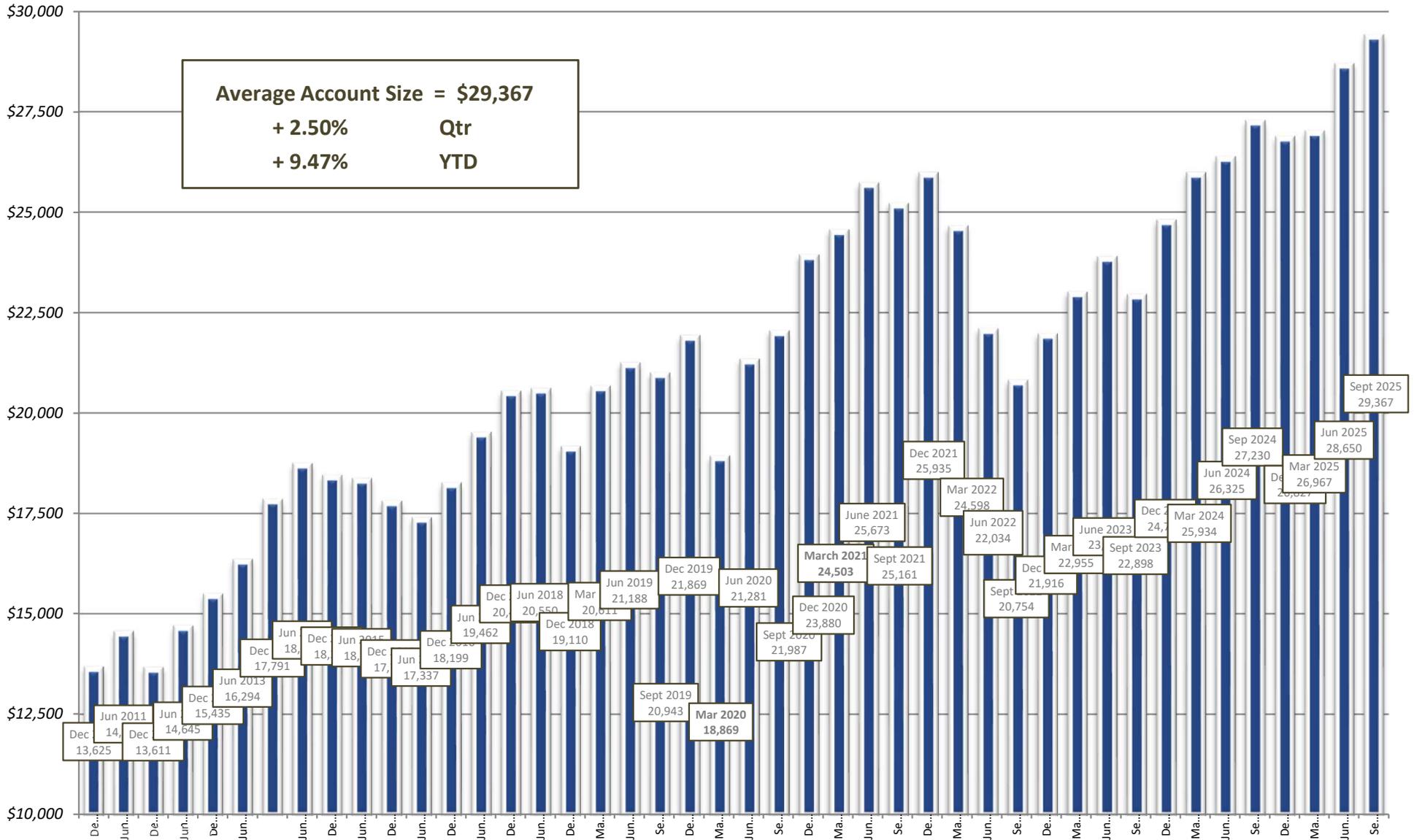


Avg Balance by Age Bands



Beneficiary age	< 5	5 - 10	11 - 13	14 - 17	18 - 22	Over 22
YTD Change	+ 7.8%	+ 11.8%	+ 9.7%	+ 10.2%	+ 9.1%	+ 8.1%

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. Union Bank and Trust Company is registered as a municipal advisor with the U.S. Securities and Exchange Commission (SEC) and the Municipal Securities Rulemaking Board (MSRB). 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). 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
November 19, 2025

Period Ended
September 30, 2025

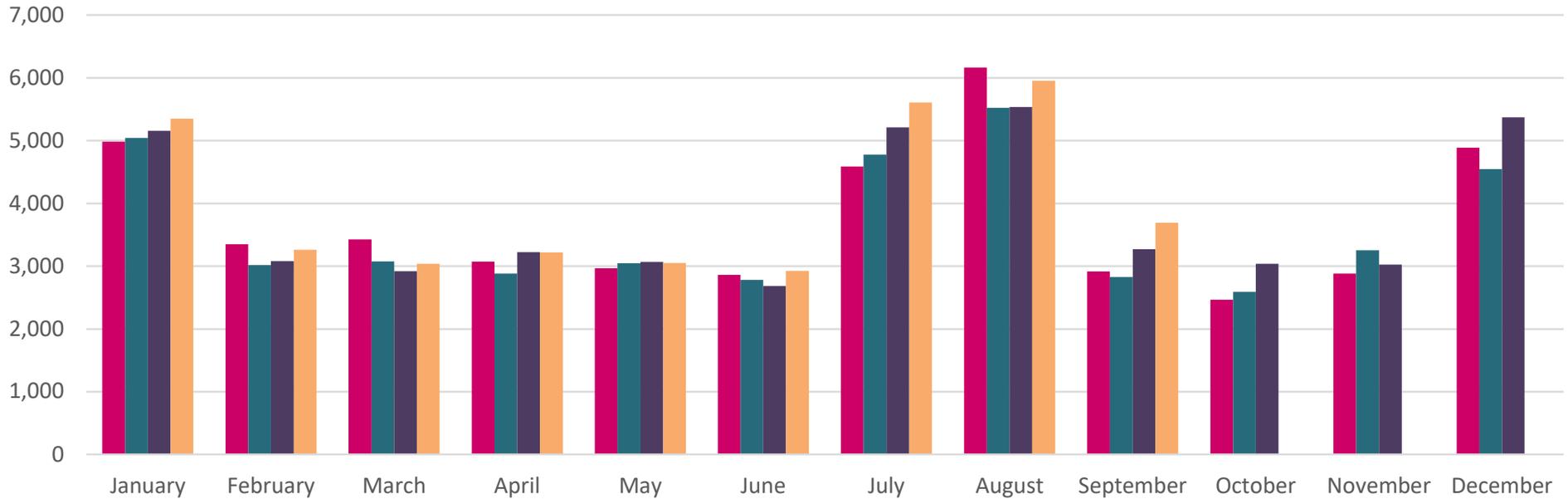
UBT
Union Bank & Trust
Program Manager



*Offered by the
State of Alabama*

Call Volumes

■ 2022 Calls ■ 2023 Calls ■ 2024 Calls ■ 2025 Calls



	<u>2022</u>	<u>2023</u>	<u>2024</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>YTD 2025</u>
# of calls	44,563	43,368	45,602	5,352	3,262	3,039	3,218	3,050	2,927	5,606	5,952	3,693	36,103
Answer Rate with a live voice	96.1%	96.6%	96.5%	97.5%	97.0%	97.1%	98.2%	97.1%	95.8%	89.2%	84.2%	95.5%	93.6%
Average Speed of Answer	0:50	0:45	0:45	0:29	0:37	0:31	0:25	0:37	0:51	3:01	5:19	1:04	2:01

Q3 2025 - Most Common Topics & Comments

- **Fall Semester Withdrawals**
 - Transaction Requests for 2025 Fall Semester
 - Answering questions regarding withdrawal transactions
 - Navigation assistance for first time withdrawals
 - How to utilize funds in a sibling's account
- **Previous Withdrawal Follow-up**
 - Confirming transaction dates and mail time
 - Confirming payee information
 - Assisting with stop-pay and reissue requests when needed
- **General Account Inquiry & Assistance**
 - Updating Contact Information
 - Advisor Offices Requesting New Account Numbers
 - Previous Transaction Inquiry
 - Account Balances
 - How to Complete Specific Transactions
- **Online Access Assistance**
 - Unlock/Reset Online Access
 - Navigating the portal

3rd Quarter 2025 Investor and Advisor Compliments

- My husband and I would like to **thank you for giving us the opportunity to help with our grandson's college** education. He will graduate college in 2026 with a Bachelors Degree in Computer Engineering. **Great Program!**
- **This plan is awesome.** I can call in and **speak to a real person that can assist me by answering my questions, providing information,** and placing a transaction for me all at the same time!! You just don't see that anymore.
- **I am so appreciative** for the call and the information you provided. You were lovely and had information that was worthy of my time. **Very impressive!**
- I have **good experiences every time I call into your plan; everyone is so helpful.** You have a **GREAT company!**
- **Thank you for the very quick response!** I appreciate it. Your explanations are very helpful.
- The representative did an **amazing job. She was thorough,** and I appreciated her help on this.
- You **provided me with excellent service** and that is a rare thing in today's world.
- Thank you for your **thorough guidance, you are a rockstar! You are amazing!**
- I am new with a new broker-dealer and **every time I call, everyone is patient and helpful.** If I don't understand they are happy to repeat or clarify information.
- Someone told me years ago to start a 529. I'll tell you; it's **one of the best decisions I've made.** Thank you for helping me.
- Thank you ... after all the years of contributing and getting ready to use ... I found this webinar **helpful and comforting.** Cheers!
- You guys are **always great about providing information,** but the **volume of information you gave me in 8 minutes is awesome.** You're doing a great job. **This will help me help my clients.**

3rd Quarter 2025 Investor and Advisor Compliments

- I love how well your portfolios are put together even when the market is volatile.
- I always enjoy calling into your plan. I know that I can trust the information that I receive, and everyone is friendly. I appreciate the attention I receive each time I call, I feel like I am the most important caller.
- This plan has been so easy to use, we love it, it has been the best thing we have done.
- The representative did a very good job. She was polite, efficient and understood what I was asking. You have got to keep her around.
- You are amazing. Thank you so much for all the help.
- Thanks very much for the detailed instructions. I was able to go into my online access and make the changes I needed to for all three of my accounts.
- Thank you so, so much. You were very helpful. I appreciate it. Great service!
- You have been a wealth of great information, and I appreciate your diligence to us as a marketing representative.
- I want to thank you for acting quickly and promptly while doing your research. It makes me confident about investing with you.
- I love working with your team, they are knowledgeable, mindful and very helpful.
- You have been awesome and wonderful and helpful. Thank you so much!
- Thank you for your help today, I appreciate your customer service and how quickly you answered my call and had my questions answered.
- Thank you for offering this webinar ... well done!
- Sincerely – this was one of the most productive webinars I've attended in a long time. Thank You.

2nd Quarter 2025 Investor and Advisor Compliments

- Thank you so much, **you were super helpful. Opening an account with your plan was one of the smartest moves I've made.** I can't believe I'll be needing these funds – off goes my kid to NYU in August.
- I have called in a few different times over the last couple of years. **Every time I call, I get someone different, and every single person is absolutely amazing.** They **understand what I need and take care of it for me.**
- Your plan is the **easiest program to work with.** We **appreciate how quickly forms are processed** after submitting.
- Our team has been **referring clients to this for years** and we appreciate the visits and outreach by field representatives.
- The marketing representative I just spoke to **really has her wheels underneath her.** I deal with a lot of wholesalers that are simply phoning things in, and it is clear she is not doing that. She is like a trained killer or a cheetah jumping on gazelles because she is clearly attacking things. **She is doing good work and is really, really, really helpful.**
- You have been **incredible and so helpful.** I hope I get to talk to you again.
- I have 3 kids that are still needing to go to college, but **you guys have never failed me whenever I have needed to take a withdrawal. I appreciate everything that you do.**
- Thank you for taking such good care of us. We appreciate that **every time we call, we have a good experience.**
- The representative was **very helpful.** **She asked the right questions to get to the root of what I needed and made sure that I understood** before we finished.
- I have been **so happy with this plan.** The processes are fast and easy to complete.
- **Every time I call,** your customer service representatives are **always helpful and quick to act.**
- Our office loves the program because the **website is easy to use** and we can find forms and everything we need to help our customers.
- I called earlier today and spoke to your client service representative who was **extremely helpful. He was polite, efficient, and an excellent representative** of your program and staff.

2nd Quarter 2025 Investor and Advisor Compliments

- Thank you for the time and resources. **College savings is something I am very passionate about and really do like using your plan** for that. I am appreciative of all you do to promote it.
- The representative was **quick and efficient** when taking my withdrawal request. **You guys are GREAT!!**
- You did a great job assisting me with making a contribution. **This was so easy!!**
- **Thank you so much for your help.** I'm an elderly lady and **this stuff is very difficult for me, so I really appreciate your help.**
- You were **wonderful and very professional.** We asked a lot of tough questions, and you deserve credit for handling yourself so well while you guided us through our questions.
- The representative had a very **comfortable pace and just the right tone for clients** and I really appreciate it. I wish everyone in a position like theirs was able to do that.
- Thank you for helping my husband and I today. We are both in our 80's and you were **very patient, kind and very friendly.**
- I can't tell you how much **I appreciate your call.** The stars aligned and this saves me a call I was going to make to your team.
- The representative was **very professional.** **She made doing a withdrawal seamless.**
- The representative had complete **patience** with me, I had a ton of questions, she clarified detail after detail. **She took the time to answer all my questions.**
- **I'm very grateful to you. This account has made all the difference** in assisting with college expenses.
- Thank you! **I really enjoyed my time invested with you.** It was very **easy to do transactions,** and **your team always has excellent customer service!**
- I just wanted to say, I had a **great experience with one of your service team** members today. She dug into my questions to find an answer and a solution for me. **I appreciated the time she took to find a solution.**

1st Quarter 2025 Investor and Advisor Compliments

- *I am sure people do not tell you this much, but we have **really appreciated CollegeCounts and all you have done for us. It has helped us put two of our grandkids through college** and it would have been very hard to do without you guys!!*
- *I have **called into CollegeCounts a few times recently and it's always been excellent!** I've even **talked to other advisor offices, and they all say the same thing.** Every time I call in, I **never have to wait long,** and **customer service is always great.** **I can't say enough good things about CollegeCounts.***
- *[Facebook Comment] Last night I closed out the second of our **four CollegeCounts accounts for our grandchildren.** A little sad yet gratifying that we are seeing the go into the world well prepared and with great expectations! **You will not regret this investment.***
- *Everyone with your program is so **professional and efficient.** You must go through a lot of training to be as good as you all are. You were **knowledgeable and very professional.** **Every time I call, I am greeted promptly and get the best help.***
- *I **love working with this program,** every time I call everyone is so nice. I am astonished that **I get a live person every time I call,** and I'm so **happy not to have to push a hundred buttons to get to a human.***
- *No comparison to any other 529 plan, but **you make it easy.** It has been an **absolute pleasure.** So many things that are complicated and you make them seem easy. Investing with you **has been a dream.***
- ***I would recommend you to any parent at any time.** It has been **amazing in helping me save for college.** I only wish I had known about it sooner.*
- *Thank you very much. You have **treated me with a great respect and have a professional staff** that carried out my request as a parent to pay for my daughter's university education.*
- ***This plan is very good.** I started when my grandkids were very little and have **watched it grow throughout the years.** Now my grandson is using it for college and doing great.*
- *It has been **amazing working with your plan for so many years,** we are now sending our last grandchild off to college.*
- ***We appreciate your time and patience.** You did a great job making sure that we understood what we needed to do. Your representative was able to **work some magic** on this account with me. She was **wonderful.***

1st Quarter 2025 Investor and Advisor Compliments

- *The gentleman that helped me before was **a really big help**. He was **so patient and kind**. A big star for all his help. He in hung in there with us until the end. And you too, we appreciate the help you both provided.*
- *Thus far, other than waking up and giving my sweet little wife a kiss and a hug **you have been the highlight of life today**. I don't get to talk to many people on the phone with the personality you've got. **I appreciate you**.*
- *Thank you for your help! Your **customer service and patience is impeccable**. You were **so nice and friendly**.*
- *A lovely young lady helped us this morning, and **helped make this a little easier**. **We appreciated her help**.*
- *Thank you for working through this with me. With your help I was able to get everything taken care of. **My client could not have been happier with the outcome** and wanted me to **pass along a hearty thank you for all that you do!***
- ***Your representative was like a gift from heaven**. She was **so helpful**. I was in a mud hole, and she pulled me out. I am a smart guy, but I am terrible with these things and my wife was not here to take over, but the representative made me feel good about it. **She was the best!***
- *Your representative was **so very helpful and nice**. **Thank you for making sure that I understood everything**. I would give her a 10.*
- *You had a **positive and patient demeanor** which helped ease the experience.*
- *I had the pleasure of speaking with your representative. **She was more than helpful** and investigated my question promptly after I informed her of the situation. **She was an exemplary representative**.*
- *I have a granddaughter who is about to graduate college and used these funds. Thanks to the money I have contributed, she had enough to pay for college. **We've both been pleased with the program**.*
- *I just wanted to **thank you for being so patient**, telling me to take my time made me feel like I did not have to rush, and I appreciate that. If I could see you right now, I would give you chocolate.*
- ***We love this plan and will recommend it to our family and friends**. It is a great way to save for college and it has been a pleasure investing with you.*
- *The representative was so helpful, **we really appreciated her help** in getting everything done **quickly and correctly**.*
- *The service that I receive whenever I call is **always top notch**. Your **representatives are well informed, efficient and always get the job done**.*

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.*

CollegeCountsSM

Alabama's 529 Fund

Events and Outreach Calendar
November 19, 2025

Period ended
September 30, 2025

UBT
Union Bank & Trust
Program Manager



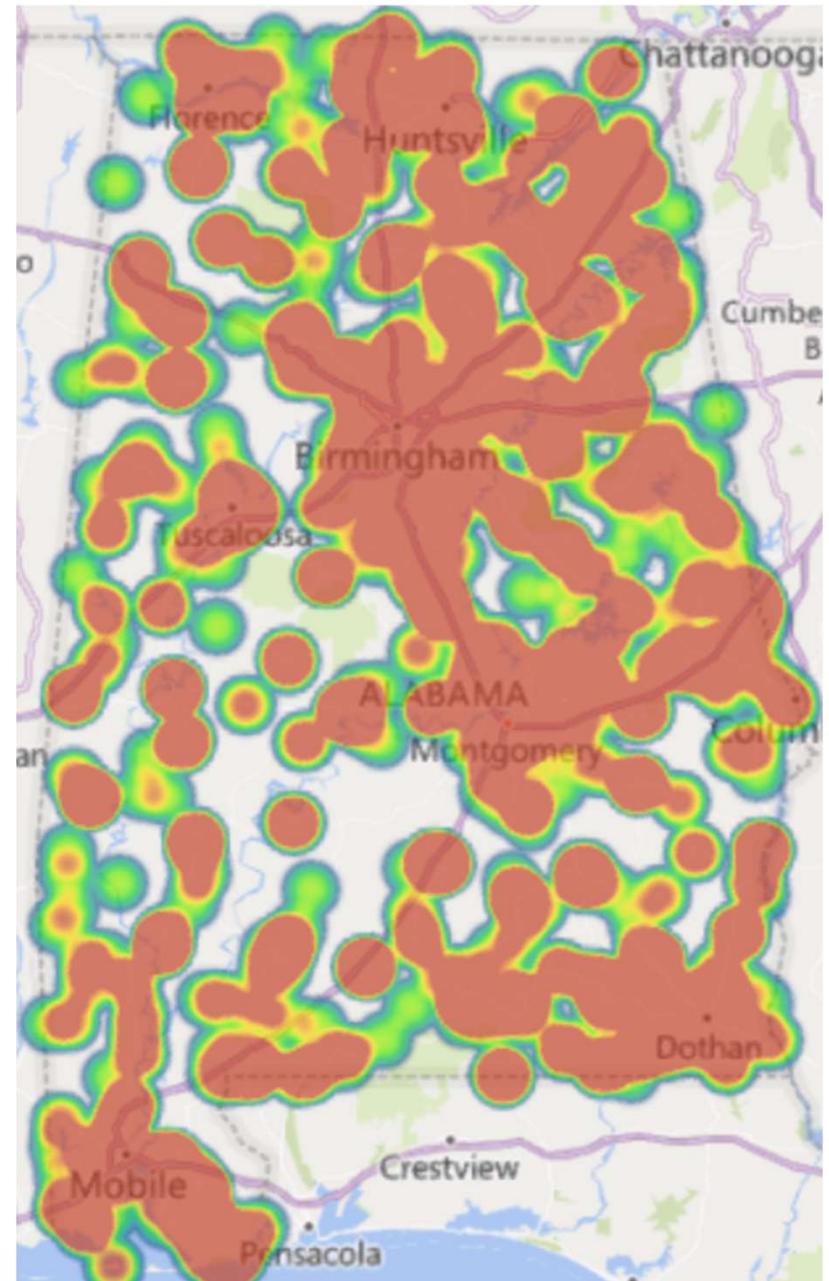
*Offered by the
State of Alabama*

2025 YTD Activity

- 219 Alabama Communities
- 5,891 in-person stops
 - 1,090 Advisor
 - 4,801 Direct
- 1,813 Outbound Thank You/Service Calls to Advisors

Q3 2025 Events

- MEGA Conference (Mobile)
- Back-to-School Bash (Hoover)
- Babypalooza (Birmingham)
- Celebrate the Family Expo (Hoover)
- Babypalooza (Mobile)



Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
	Field reps assisting with year-end work					
5	6	7	8	9	10	11
	Field reps assisting with year-end work					
12	13	14	15	16	17	18
	Lauderdale Co-Community Stops and Outreach	Coffee Co-Community Stops and Outreach Colbert Co-Community Stops and Outreach	Coffee Co-Community Stops and Outreach			
19	20	21	22	23	24	25
	Martin Luther King Jr. Day Holiday			Cullman Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	Morgan Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	
26	27	28	29	30	31	
	Franklin/Lawrence Co-Community Stops and Outreach Pickens Co-Community Stops and Outreach	Dekalb Co-Community Stops and Outreach Hale Co-Community Stops and Outreach	Greene Co-Community Stops and Outreach Jackson Co-Community Stops and Outreach	Jackson Co-Community Stops and Outreach Perry Co-Community Stops and Outreach		

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
	Madison Co-Community Stops and Outreach Mobile Co-Community Stops and Outreach	Madison Co-Community Stops and Outreach Mobile Co-Community Stops and Outreach	Madison Co-Community Stops and Outreach Mobile Co-Community Stops and Outreach	Madison Co-Community Stops and Outreach Mobile Co-Community Stops and Outreach		
9	10	11	12	13	14	15
	Jefferson Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	Jefferson Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	Jefferson Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	Jefferson Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach		
16	17	18	19	20	21	22
	President's Day Holiday	Limestone Co-Community Stops and Outreach	Baldwin Co-Community Stops and Outreach Winston Co-Community Stops and Outreach	Baldwin Co-Community Stops and Outreach Marion Co-Community Stops and Outreach	Baldwin Co-Community Stops and Outreach	Kiwanis Pancake Day- Decatur Seafood Fest- Orange Beach
23	24	25	26	27	28	
	Colbert Co-Community Stops and Outreach	Butler Co-Community Stops and Outreach Marion Co-Community Stops and Outreach	Crenshaw Co-Community Stops and Outreach Marion Co-Community Stops and Outreach	Conecuh Co-Community Stops and Outreach Lawrence Co-Community Stops and Outreach	Conecuh Co-Community Stops and Outreach	

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 Collard Green Festival- Evergreen
2	3 Blount Co-Community Stops and Outreach	4 Marshal Co-Community Stops and Outreach	5 Marshal Co-Community Stops and Outreach	6 Marshal Co-Community Stops and Outreach	7	8
9	10 Morgan Co-Community Stops and Outreach Pike Co-Community Stops and Outreach	11 Lauderdale Co-Community Stops and Outreach Pike Co-Community Stops and Outreach	12 Pike Co-Community Stops and Outreach	13 Pike Co-Community Stops and Outreach	14	15
16	17 Shelby Co-Community Stops and Outreach	18 Etowah Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	19 Etowah Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	20 Etowah Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	21	22
23	24 Madison Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	25 Madison Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	26 Madison Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	27 Madison Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	28	29
30	31 Montgomery Co-Community Stops and Outreach Walker Co-Community Stops and Outreach					

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Montgomery Co-Community Stops and Outreach Walker Co-Community Stops and Outreach	2 Montgomery Co-Community Stops and Outreach Walker Co-Community Stops and Outreach	3 Franklin Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	4	5 Baby Palooza-Huntsville
6	7 Lee Co- Community Stops and Outreach St. Claire Co-Community Stops and Outreach	8 Lee Co- Community Stops and Outreach St. Claire Co-Community Stops and Outreach	9 St. Claire Co-Community Stops and Outreach	10 Marengo Co-Community Stops and Outreach St. Claire Co-Community Stops and Outreach	11 Marengo Co-Community Stops and Outreach	12 Rooster Day Festival- Demopolis
13	14 Autauga Co-Community Stops and Outreach Morgan Co-Community Stops and Outreach	15 Autauga Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	16 Autauga Co-Community Stops and Outreach	17	18 Good Friday Holiday	19
20	21 Lawrence Co-Community Stops and Outreach	22 Limestone Co-Community Stops and Outreach	23 Madison Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	24 Blount/Cullman Co-Community Stops and Outreach Shelby Co-Community Stops and Outreach	25 Jefferson Co-Community Stops and Outreach	26 Magnolia Festival-Gardendale
27	28 Calhoun Co-Community Stops and Outreach	29 Calhoun Co-Community Stops and Outreach Elmore Co-Community Stops and Outreach	30 Elmore Co-Community Stops and Outreach Talladega Co-Community Stops and Outreach			

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 Lowndes Co-Community Stops and Outreach Talladega/Calhoun/Shelby Co-Community Stops and Outreach	2 Strawberry Festival-Moulton	3 Strawberry Festival-Moulton
4	5 Morgan Co-Community Stops and Outreach	6 Clarke Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	7 Clarke Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	8 Madison Co-Community Stops and Outreach Marengo Co-Community Stops and Outreach	9	10
11	12 Jefferson Co-Community Stops and Outreach SHRM Conference-Orange Beach	13 Jefferson Co-Community Stops and Outreach SHRM Conference-Orange Beach	14 Jefferson Co-Community Stops and Outreach SHRM Conference-Orange Beach	15 Baldwin Co-Community Stops and Outreach Franklin Co-Community Stops and Outreach	16	17
18	19 Cullman Co-Community Stops and Outreach Macon Co-Community Stops and Outreach	20 Bulloch Co-Community Stops and Outreach Colbert Co-Community Stops and Outreach	21 Barbour Co-Community Stops and Outreach Cullman Co-Community Stops and Outreach	22 Barbour Co-Community Stops and Outreach Morgan Co-Community Stops and Outreach	23	24
25	26 Memorial Day Holiday	27 Houston Co-Community Stops and Outreach Marshal Co-Community Stops and Outreach	28 Houston Co-Community Stops and Outreach Marshal Co-Community Stops and Outreach	29 Houston Co-Community Stops and Outreach Marshal Co-Community Stops and Outreach	30	31

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 Cigar Box Guitar Festival- Huntsville	2 AISA Conference-Orange Beach Madison Co-Community Stops and Outreach	3 AISA Conference-Orange Beach Jackson Co-Community Stops and Outreach	4 AISA Conference-Orange Beach Limestone Co-Community Stops and Outreach	5 Shelby Co-Community Stops and Outreach	6 Shelby Co-Community Stops and Outreach	7 Alabaster City Fest
8	9 Lauderdale Co-Community Stops and Outreach	10 Jefferson Co-Community Stops and Outreach	11	12	13	14
15	16 Covington Co-Community Stops and Outreach Etowah Co-Community Stops and Outreach	17 Covington Co-Community Stops and Outreach St. Clair/Calhoun-Community Stops and Outreach	18 Dallas Co-Community Stops and Outreach Walker Co-Community Stops and Outreach	19 Juneteenth Holiday	20 Bibb Co-Community Stops and Outreach	21 Blueberry Festival-Brewton
22	23 Morgan Co-Community Stops and Outreach	24 Marion Co-Community Stops and Outreach Russell Co-Community Stops and Outreach	25 Lawrence Co-Community Stops and Outreach Russell Co-Community Stops and Outreach	26 Madison Co-Community Stops and Outreach Tallapoosa/Coosa Co-Community Stops and Outreach	27 Hellen Keller Festival- Tuscumbia	28 Hellen Keller Festival- Tuscumbia
29	30 Jefferson Co-Community Stops and Outreach					

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Jefferson Co-Community Stops and Outreach Washington Co-Community Stops and Outreach	2 Jefferson Co-Community Stops and Outreach Sumter Co-Community Stops and Outreach	3	4 Independence Day Holiday	5
6	7 Blount Co-Community Stops and Outreach	8 Chambers Co-Community Stops and Outreach Marshall Co-Community Stops and Outreach	9 Clay Co-Community Stops and Outreach Marshall Co-Community Stops and Outreach	10 Randolph Co-Community Stops and Outreach Winston Co-Community Stops and Outreach	11 Chambers Co-Community Stops and Outreach	12
13	14 Lauderdale Co-Community Stops and Outreach Mega Conference-Mobile	15 Mega Conference-Mobile Winston/Walker Co-Community Stops and Outreach	16 Mega Conference-Mobile Morgan Co-Community Stops and Outreach	17 Lawrence/Lauderdale Co-Community Stops and Outreach Mega Conference-Mobile	18 Mobile Co-Community Stops and Outreach	19
20	21	22 Marshall Co-Community Stops and Outreach Wilcox Co-Community Stops and Outreach	23 Blount/Jefferson Co-Community Stops and Outreach Coffee Co-Community Stops and Outreach	24 Back to School Event- Birmingham Coffee Co-Community Stops and Outreach	25 Back to School Event- Ross Bridge	26
27	28 Cullman Co-Community Stops and Outreach	29 Lawrence/Franklin Co-Community Stops and Outreach	30 Madison Co-Community Stops and Outreach Monroe Co-Community Stops and Outreach	31 Madison Co-Community Stops and Outreach Monroe Co-Community Stops and Outreach		

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 Escambia Co-Community Stops and Outreach	2
3	4 St. Claire Co-Community Stops and Outreach	5 Shelby Co-Community Stops and Outreach St. Claire Co-Community Stops and Outreach	6 Shelby Co-Community Stops and Outreach St. Claire Co-Community Stops and Outreach	7 Shelby Co-Community Stops and Outreach St. Claire Co-Community Stops and Outreach	8 Shelby Co-Community Stops and Outreach	9 Babypalooza-Birmingham
10	11 Walker Co-Community Stops and Outreach	12 Tuscaloosa Co-Community Stops and Outreach Walker Co-Community Stops and Outreach	13 Tuscaloosa Co-Community Stops and Outreach Walker Co-Community Stops and Outreach	14 Lauderdale Co-Community Stops and Outreach Tuscaloosa Co-Community Stops and Outreach	15	16
17	18 DeKalb Co-Community Stops and Outreach	19 DeKalb Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	20 Jackson Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	21 Jackson Co-Community Stops and Outreach Montgomery Co-Community Stops and Outreach	22 Montgomery Co-Community Stops and Outreach	23
24	25 Lauderdale Co-Community Stops and Outreach	26 Baldwin Co-Community Stops and Outreach Madison Co-Community Stops and Outreach	27 Baldwin Co-Community Stops and Outreach Franklin Co-Community Stops and Outreach	28 Baldwin Co-Community Stops and Outreach Limestone Co-Community Stops and Outreach	29 Baldwin Co-Community Stops and Outreach	30
31						

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 Labor Day Holiday	2 Winston Co- Community Stops and Outreach	3 Cullman Co- Community Stops and Outreach Geneva Co- Community Stops and Outreach	4 Dale Co- Community Stops and Outreach Lawerence Co- Community Stops and Outreach	5 Henry Co- Community Stops and Outreach	6
7	8 Calhoun Co- Community Stops and Outreach	9 Calhoun Co- Community Stops and Outreach	10 Calhoun Co- Community Stops and Outreach	11 Madison/Limestone Co- Community Stops and Outreach Tuscaloosa Co- Community Stops and Outreach	12 Tuscaloosa Co- Community Stops and Outreach	13 Celebrate the Family Expo- Hoover
14	15	16 Limestone Co- Community Stops and Outreach	17 Limestone Co- Community Stops and Outreach Mobile Co- Community Stops and Outreach	18 Limestone Co- Community Stops and Outreach Mobile Co- Community Stops and Outreach	19 Mobile Co- Community Stops and Outreach	20 Baby Palooza- Mobile
21	22 Marshal Co- Community Stops and Outreach	23 Marshal/Blount Co- Community Stops and Outreach Pike Co- Community Stops and Outreach	24 Blount Co- Community Stops and Outreach Houston Co- Community Stops and Outreach	25 Houston Co- Community Stops and Outreach Morgan Co- Community Stops and Outreach	26 Pike Co- Community Stops and Outreach	27
28	29 Cullman Co- Community Stops and Outreach	30 Cullman Co- Community Stops and Outreach Shelby Co- Community Stops and Outreach				



College
Counts™

Informer

Alabama's 529 Fund
Newsletter

3rd Quarter 2025

End the Year on a High Note — Maximize Your 2025 Tax Savings

As 2025 winds down and holiday plans ramp up, there's one deadline you won't want to miss. Contributions received by CollegeCounts on or before December 31st may be eligible for an Alabama state income tax deduction.¹

Contributions by Alabama taxpayers may be eligible for an Alabama state income tax deduction up to \$5,000 for individuals, or up to \$10,000 if married, filing jointly and both spouses contribute.¹

Contributions sent by mail must be dated and postmarked by December 31st to qualify as a 2025 contribution. Similarly, 2025 contributions made online must be completed by 11:59 pm CT on December 31st.

Every dollar you contribute before the ball drops on New Year's Eve could offer potential tax benefits—while also helping set your child up for future success.

We recommend reaching out to your tax professional with any tax-related questions.

5/29 Day Giveaway Winners

Congratulations to the 29 Alabama families who were randomly selected to receive a \$529 contribution into a CollegeCounts account for their newborn child as part of the CollegeCounts 5/29 Day Giveaway.

CollegeCounts is proud to help these newborns take their first step toward a bright educational future.

2025 Withdrawal Deadline - Act Now

Need a withdrawal for a 2025 college expense?

We recommend requesting any withdrawals for 2025 qualified expenses by 3 pm CT on December 31st. It is our understanding that qualified expenses and withdrawals should be matched in the same calendar year for tax purposes.² We recommend keeping all receipts, invoices, and documentation of your qualified expenses in the event of questions or audit.

Log into your account at CollegeCounts529.com to request a withdrawal.

Be sure to discuss any tax-related questions you may have with your tax professional.

Calling Alabama Parents & Grandparents — Enter the First Grade First Step Giveaway

If you're a parent or grandparent of a first grader in Alabama, here's your chance to jumpstart their college savings journey with a little help from CollegeCounts!

The **First Grade First Step Giveaway** is back, and CollegeCounts is excited to give away up to 20 monthly contributions of \$100 each to CollegeCounts 529 accounts throughout the 2025-2026 school year.

Parents and grandparents only need to register once to be eligible for the drawings throughout the school year.

Visit CollegeCounts529.com/firstgrade to enter before the deadline.



“Behind every young child
who believes in themselves is
a parent who believed first.”

Rollover Your Out-of-State 529 Plan Before Year-End

As the end of the year approaches, it's the perfect time to review your college savings strategy. If you have an out-of-state 529 plan, consider a rollover into your CollegeCounts account that could make managing your child's future education expenses easier and more efficient.

Why consolidate now?

-  **Streamlined management:** Fewer accounts mean less paperwork and easier tracking.
-  **Potential tax benefits:** Contributions made to CollegeCounts by December 31st may qualify for an Alabama state income tax deduction.^{1,3}
-  **Simplified withdrawals:** One account means one login, one process, and less stress when it's time to pay tuition.

When considering a rollover make sure to review the various advantages and disadvantages with your tax and financial advisor, including any potential recapture of tax deductions received from the original state, as well as whether any penalties or charges may apply.

CollegeCounts Scholarship – Applications Accepted Beginning December 1st

Do you know a student who will be starting college in fall 2026 at an Alabama college or university? **Encourage them to apply for the CollegeCounts Scholarship.**

Starting December 1st, applications will be accepted for the 2026–2027 school year. Selected recipients may receive:

-  **Up to \$2,000 for students attending a 2-year Alabama college**
-  **Up to \$4,000 for students attending a 4-year Alabama college**

Each year, CollegeCounts aims to award at least two scholarships in every county across Alabama to students with financial need — helping them take the next step toward a brighter future.

 **Application period:**
December 1, 2025 – February 28, 2026

 **Learn more and apply at:**
Treasury.Alabama.Gov/CollegeCounts-Scholarship

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. Union Bank and Trust Company is registered as a municipal advisor with the U.S. Securities and Exchange Commission (SEC) and the Municipal Securities Rulemaking Board (MSRB). 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 actually 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.

²Withdrawals 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); up to \$10,000 in 2025 (increasing to \$20,000 in 2026) in K-12 Expenses; and Qualified Postsecondary Credentialing 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 ten percent (10%) of the amount withdrawn.

³Rollovers 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.

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

End the Year on a High Note:

Maximize Your 2025 Tax Savings

As 2025 winds down and holiday plans ramp up, there's one deadline you won't want to miss. Contributions received by CollegeCounts on or before December 31st may be eligible for an Alabama state income tax deduction.¹

Contributions by Alabama taxpayers may be eligible for an Alabama state income tax deduction up to \$5,000 for individuals, or up to \$10,000 if married, filing jointly and both spouses contribute.¹

Contributions sent by mail must be dated and postmarked by December 31st to qualify as a 2025 contribution. Similarly, 2025 contributions made online must be completed by 11:59 pm CT on December 31st.

Every dollar you contribute before the ball drops on New Year's Eve could offer potential tax benefits—while also helping set your child up for future success.

We recommend reaching out to your tax professional with any tax-related questions.



Manage Your 529
on Your Time:

Withdraw Online with Ease

Accessing your CollegeCounts Advisor account online is easier than ever—and it puts you in control of your college savings with just a few clicks.

Need a withdrawal for a 2025 college expense?²

Save time, skip the phone call – just log into your account at CollegeCounts529advisor.com and request withdrawals for qualified expenses whenever it fits your schedule.²

If you haven't set up online access yet, now is the perfect time to get started.

We recommend requesting any withdrawals for 2025 qualified expenses by 3 pm CT on December 31st. It is our understanding that qualified expenses and withdrawals should be matched in the same calendar year for tax purposes. We recommend keeping all receipts, invoices, and documentation of your qualified expenses in the event of questions or audit.²

Be sure to discuss any tax-related questions you may have with your tax professional.



CollegeCounts Scholarship—Applications Accepted Beginning December 1st

Do you know a student who will be starting college in fall 2026 at an Alabama college or university?

Encourage them to apply for the CollegeCounts Scholarship.

Starting December 1st, applications will be accepted for the 2026–2027 school year. Selected recipients may receive:

💰 Up to \$2,000 for students attending a 2-year Alabama college

💰 Up to \$4,000 for students attending a 4-year Alabama college

Each year, CollegeCounts aims to award at least two scholarships in every county across Alabama to students with financial need—helping them take the next step toward a brighter future.

📅 **Application period:** December 1, 2025 – February 28, 2026

🔗 **Learn more and apply at:** Treasury.Alabama.Gov/CollegeCounts-Scholarship

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. Union Bank and Trust Company is registered as a municipal advisor with the U.S. Securities and Exchange Commission (SEC) and the Municipal Securities Rulemaking Board (MSRB). 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.

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 actually 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.

²Withdrawals 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 halftime; 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); up to \$10,000 in 2025 (increasing to \$20,000 in 2026) in K-12 Expenses; and Qualified Postsecondary Credentialing 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 ten percent (10%) of the amount withdrawn.

³Rollovers 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.

Rollover Your Out-of-State 529 Plan Before Year-End

As the end of the year approaches, it’s the perfect time to review your college savings strategy. If you have an out-of-state 529 plan, consider a rollover into your CollegeCounts Advisor account that could make managing your child’s future education expenses easier and more efficient.

Why consolidate now?

- ▶ **Streamlined management:** Fewer accounts mean less paperwork and easier tracking.
- ▶ **Potential tax benefits:** Contributions made to CollegeCounts by December 31st may qualify for an Alabama state income tax deduction ^{1,3}
- ▶ **Simplified withdrawals:** One account means one login, one process, and less stress when it’s time to pay tuition.

Whether you’re saving for next semester or years down the road, consolidating your 529 accounts now can help you start the new year with clarity and confidence.

When considering a rollover make sure to review the various advantages and disadvantages with your tax and financial advisor, including any potential recapture of tax deductions received from the original state, as well as whether any penalties or charges may apply.



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“Behind every young child who believes in themselves is a parent who believed first.”

CollegeCounts
ADVISOR-GUIDED 529 FUND