

FREQUENTLY ASKED QUESTIONS

Bright Horizons College Coach

FAQs: Overview

Bright Horizons College Coach

Your employer has partnered with **Bright Horizons**[®] to help you better manage your many work, family, and personal responsibilities.

Bright Horizons College Coach[®] provides resources to guide your child's education journey.

Benefit Details

Register at no cost. Access your benefit by visiting:
<https://clients.brighthouse.com/t-mobile>

Questions? Call (877) 276-7115

College Coach

Overview

Bright Horizons College Coach[®] provides exclusive access to experts — former admissions officers at colleges throughout the country — who offer the impartial guidance you need to help your child succeed.

Register on our easy-to-use portal today to get free access to:

- **Live Events** — 60-90 minute presentations highlighting important college preparation and educational topics.
- **Expert Guidance** — Individualized advice from our team of experts via one-on-one sessions, college list development, essay reviews, and answers to quick questions submitted on the portal.
- **Learning Center** — Interactive videos, tools, and resources targeted to your student's age and available 24/7 to you and your family members.

Bright Horizons College Coach

What does the benefit offer?

Your employer has partnered with Bright Horizons to offer a variety of college admissions resources to support your family's needs. Get started by completing your free registration and entering the provided password associated with your benefit.

What is the background of the team of experts?

Our experts are all former admissions and financial aid officers from more than 70 U.S. colleges and universities, including Ivy League institutions, four-year public universities, community colleges, technology institutes, and private liberal arts colleges. Many of our experts have additional experience in teaching, school counseling, or banking.

Am I charged a fee for this benefit?

Your employer provides Bright Horizons College Coach services to employees and their families 100% free of charge.

How is this different from the assistance we receive from our high school's guidance counselor?

A guidance counselor must provide a broad range of support beyond education advising to a large group of students — the national student-to-counselor ratio is 408:1. Our experts are former college admissions and financial aid officers who offer a far more focused perspective based upon their experience within college admissions and aid offices — and are available year-round on a one-to-one basis.

What is the Learning Center and how can it assist my family?

Bright Horizons College Coach offers an online learning environment that's available 24/7. You can access videos, frequently asked questions, and in-depth articles related to any Bright Horizons College Coach curriculum topic. The Learning Center is also a great way to involve your whole family, as you can create a profile for your spouse or partner and your student, so they can access our library of resources at any time.

Can I bring my spouse, partner, or child to any live events or meetings with an expert?

Your family members are welcome to attend live events and personalized meetings, provided this does not violate your employer's security policy.

What expertise do your finance counselors have?

Bright Horizons College Coach finance experts provide financial education and counseling based upon their experience as former college financial aid officers. Many are Accredited Financial Counselors® and have further experience in student lending and other financial services. They are not certified financial planners, do not recommend or sell specific financial products, and do not financially benefit from any decision your family makes.