



DEVAL L. PATRICK  
GOVERNOR

GREGORY BIALECKI  
SECRETARY OF HOUSING  
AND ECONOMIC DEVELOPMENT

Commonwealth of Massachusetts  
**Division of Professional Licensure**  
**OFFICE OF PRIVATE OCCUPATIONAL SCHOOL EDUCATION**  
1000 Washington Street • Boston • Massachusetts • 02118

BARBARA ANTHONY  
UNDERSECRETARY OF OFFICE  
OF CONSUMER AFFAIRS AND  
BUSINESS REGULATION

MARK R. KMETZ  
DIRECTOR, DIVISION OF  
PROFESSIONAL LICENSURE

**Bulletin #8 - American Career Institute School Closure**

TO: Current and Former Students of the American Career Institute (ACI) located at  
703 Granite Street, Braintree, MA  
186 Alewife Brook Parkway, Cambridge, MA  
125 Newbury Street, Framingham, MA  
365 Caldwell Drive, Springfield, MA  
10 State Street, Woburn, MA

DATE: August 9, 2013

RE: *Process for Submitting a Claim for a Refund*

---

On January 9, 2013, the Division of Professional Licensure (DPL) received notice that the American Career Institute (ACI) ceased operating in Massachusetts. DPL is continuing its investigation of the matter and is coordinating these efforts with other state and federal agencies. This bulletin, the eighth released by DPL, provides information for students on how to file a claim for a refund.

**Filing a Claim for a Refund with DPL:**

Beginning Friday, August 9, 2013, DPL is providing a process by which certain students affected by ACI's closure may file a claim for a refund. Eligible students may submit claims for refunds of tuition paid to ACI, or other expenses related to their enrollment at the school.

*Eligibility:*

Students who are considered eligible to submit a claim include:

- Students who did not or will not complete their program of study through ACI or a teach-out school;
- Students who were denied a discharge of their federal or private student loan(s); or
- Students who paid for products or materials from ACI (for example, books, software, etc.), but did not receive them.



Please be advised that DPL will give priority to claims seeking a refund of tuition paid to ACI. Once all tuition related claims have been resolved, DPL will work to resolve claims from students seeking refunds for other expenses related to their enrollment at the school.

DPL remains committed to finding other potential remedies for all former ACI students affected by the closure of the school and continues to work with the Court-appointed Receiver and other state and federal agencies regarding the closure. If and when additional remedies become available, DPL will make every effort to notify students of these resources.

*How to Submit a Claim for a Refund:*

To submit a claim for a refund, please complete the claim form and provide all supporting documents. An “ACI Claim Checklist” is also provided to assist you with the claim form. These forms are available on our website, or through the following [link](#). Once you have completed the form, please mail it and its attachments to DPL at the following address:

Division of Professional Licensure  
Office of Private Occupational School Education  
1000 Washington Street, Suite 710  
Boston, MA 02118-6100

Please note that DPL will not accept electronic copies of the claims form, including e-mailed or faxed forms. Students who change their address before their claim has been resolved are asked to notify DPL immediately, in writing, of their new address and must also submit a new W-9 Taxpayer Identification Form.

*Deadline for Submitting Claims:*

Students may submit claims beginning Friday, August 9, 2013, through Friday, October 4, 2013. All claims **MUST** be received before 5:00 pm EST on **Friday, October 4, 2013**. Any claims received after this deadline will only be processed if funds remain after payment of timely filed claims. All eligible students are strongly encouraged to submit their claims as soon as possible. Students may be contacted by DPL to obtain additional information.

Following the October 4, 2013 deadline, DPL will evaluate all claims received. Claimants will be notified whether they have a valid claim or whether their claim has been denied. Although we cannot offer a specific time frame when the funds will be distributed, we anticipate that payments of valid claims will be paid before the end of 2013.

Students who would like confirmation that their claim was received by DPL, please provide a self-addressed stamped envelope and DPL will return a date-stamped copy of the first page of your claim form.

*Questions:*

If students have questions about how to complete the claim they can call 617-727-5811, Monday – Friday, from 9 a.m. – 12 p.m. and 2 p.m. - 5:00 p.m.