

## FACTS Frequently Asked Questions



1. What tuition plans will be offered?

St. Matthew School will offer a variety of tuition payment plans for the 2017-2018 school year to accommodate families' financial needs. We will offer Annual, Semester, 11-month (July – May), 10-month (Aug-May), Bi-Monthly Plan beginning in July and Bi-Monthly Plan beginning in August

2. What payment options do families have to pay their tuition?

Families have a choice of paying their tuition by automatic payment from their checking or savings account or credit card on the 1<sup>st</sup>, 10<sup>th</sup>, 15<sup>th</sup> or 20<sup>th</sup> of every month. A 2.85% processing fee is charged by FACTS for payments made by credit card or debit card. There is no fee for payments made by checking or savings account.

3. Will other charges be billed through the FACTS System?

Yes all other fees that are currently billed on your monthly invoice will be billed through FACTS. These fees are referred to as incidental charges in the FACTS system. **All incidental charges will be due on the 15<sup>th</sup> of every month regardless of the tuition deduction date selected.** Invoices for incidental charges will be emailed at least 10 days prior to the withdrawal date and payment reminders will be emailed (4) business days prior to the due date to families who sign up for email reminders.

4. Can incidental fees be paid from a different account or credit card than the tuition payment?

Yes families can pay their tuition from one account or credit card and their incidental charges from another account or credit card. When a family first selects their tuition payment plan and deduction date, they will not be able to put in a different account for incidental charges at that time. However, once the school has finalized the family's tuition agreement, the family will be able to change their account for incidental charges. If a separate financial account is not entered for incidental charges, the payment will default to the same account or credit card as their tuition payment. A 2.85% processing fee is charged by FACTS for payments made by credit card or debit card. There is no fee for payments made by checking or savings account.

5. Can I view my account online?

Yes families can view their account online at any time at <https://online.factsmgt.com/signin/45GCD>. Families can also view their accounts from their mobile phone. Families who sign up for email payment reminders will also receive an email (4) business days prior to the date their payment is scheduled to be withdrawn.

6. Can I make a payment online on my account before the scheduled due date?

Yes families can make payments online on their account prior to their scheduled withdrawal date. However, payments will need to be made **at least two (2) business days prior** to the automatic payment date in order to affect the upcoming payment.

7. Can I change my account or credit card information online or does the school need to change this information?

Yes, families can change and update their account or credit card information at any time. Any changes or updates to their financial accounts must be made **at least two (2) business days prior** to the automatic payment date to affect the scheduled payment. Families can also change their demographics at any time online.

8. Can I change my payment plan or payment date online or does the school need to change this information?

Families will not be able to change their tuition payment plan or their tuition deduction date online after they have initially set-up their payment plan for the school year. If families would like to change their tuition payment plan or their tuition payment deduction date after their initial set-up, they will need to contact the school's Business Office. All changes must be received by FACTS **at least two (2) business days prior** to the automatic payment date in order to affect the upcoming payment.

9. Is my information safe and secure?

Yes, FACTS is used by many schools locally and over 7000 schools nationwide. Your personal information, including payment information is protected with the highest security standards in the industry. For more information on security, visit [FACTSmgt.com](https://www.factsmgt.com).

10. Who should I call if I have questions or concerns about my payment plan?

FACTS is available 24/7 at 1-866-441-4637. You can also contact the school's Business Office during business hours.

11. How do I get started with my FACTS account?

Families will need to go to <https://online.factsmgt.com/signin/45GCD> and create their account. If families already have a FACTS account from a child at another school or from applying for Hope for the Future, they will use their existing username and password.