



FACTS TUITION MANAGEMENT PROGRAM

As the industry leader, FACTS is the number one choice of private and faith-based schools nationwide. Now, after 27 years, we serve nearly 6,500 schools and continue to make educational dreams possible for more than one million families.

Because it is not a loan program, FACTS does not assess interest or finance charges, and we do not conduct credit checks. Schools continue to choose FACTS because we provide them with financial management reports which enables schools to keep any tuition or fee increases to a minimum, and in turn, they can dedicate more time on the quality of education your child receives.

YOUR PRIVACY AND SECURITY

FACTS is committed to maintaining the privacy and security of your information. To honor that commitment, we have several policies and procedures in place.

We do not share any nonpublic information with unauthorized third parties, and we implement physical, procedural, and electronic safeguards.

We also undergo an annual service organization examination that follows attestation standards developed by the American Institute of Certified Public Accountants (AICPA). These Service Organization Controls (SOC) 1, Type 2 reports issued are critical to auditors because it means that a service organization has been through an in-depth examination of internal control activities by an independent service auditor.

CUSTOMER SERVICE

At FACTS, we provide you with the highest quality customer service in the industry. Our highly trained customer service representatives are available 24/7 to answer any questions.

Our online service allows you to:

- Review your balance, payment amounts, and payment schedule
- Change your account information, and obtain your transaction history
- Make payments online
- Make up missed payments
- Receive notifications via email when changes are made
- Receive email or text reminders before your payment is processed
- Access all your information from your mobile phone

FREQUENTLY ASKED QUESTIONS

1. Which FACTS fees are associated with a payment plan?

A FACTS enrollment fee may be associated with the payment plan you select. If so, the amount of the enrollment fee will be noted at the time of enrollment.

In the event a payment is returned, a FACTS Returned Payment Fee will automatically be assessed to your account for each payment attempt that is returned. The amount of the fee, as well as more information regarding this fee, is provided on the agreement.

2. Can I set up a separate bank account for making my automatic payments?

Many people choose to establish an account separate from their primary checking or savings account for their automatic payments.

NOTE: The person authorizing payments must be a signer on the bank account provided. In addition, please check with your financial institution to make certain the account can be used to process automatic payments.

3. What if my child's tuition must be split between two people?

If your school allows, each person on the account can create their own payment plan. Your school will assign tuition payment and they can divide up the amounts between the people who will be responsible for payments.

4. Will I receive confirmation of my payment plan?

Once your information has been processed by FACTS, we will send you a FACTS Confirmation Notice containing your balance details and payment plan information.

5. How can I update my information once I've created my account?

You can simply visit online.factsmgt.com. If you want to discuss changing your payment date or payment amount, you **may be required to** contact your school, and your school will need to notify FACTS if they approve these changes.

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.

6. What time are the funds withdrawn from my account?

Although FACTS specifies the date each payment will occur, it is your financial institution that determines the time of day the payment is debited from your account. We recommend you check with your financial institution to determine how far in advance the funds should be deposited into your account to ensure the automatic payment clears.

7. What if my payment date falls on weekend or holiday?

If the payment date falls on a weekend or holiday, the payment will be attempted the following business day.