



Our Lady of
Perpetual Help School

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Payment Plan Through FACTS

As a Catholic school, our desire is always to concentrate our available human and financial resources on our primary mission of education. To help us meet this goal we will be co-sourcing through FACTS Management Company for payment of tuition. Click here for a brief (2 minute) overview video. <http://www.factsmgt.com/salesdemos/Overview.html>

Our families can access their account online, and:

- Receive reminder emails
- Pay ahead online
- Switch payment methods
- Apply payment to future charges

A Sensible Plan

We are proud to partner with FACTS; this system is used by 5,000 institutions across the country. It is not a loan, there is no debt, no interest or finance charges are assessed, and there is no credit check. The FACTS annual enrollment fee will be deducted from your account prior to the first scheduled tuition payment (\$43 per family for monthly payments, or \$10 for tuition payment in full). Tuition is handled conveniently and securely through a preauthorized automatic bank payment from checking or savings or automatic charge to credit card with 2.5% convenience fee.

Payment Plan Options

- ❖ **Monthly payments through FACTS**, 10 payments July-April. Automatic bank payment or automatic charge to credit card with 2.5% convenience fee on the 5th or 20th of the month. \$43 FACTS annual enrollment fee.
- ❖ **Payment in Full through FACTS**, Automatic bank payment or automatic charge to credit card with 2.5% convenience fee on July 1st. \$10 FACTS annual fee.

Convenient Online Enrollment

You can enroll in the FACTS Payment Plan online by linking from the school's Web site. Enrolling online is simple and secure. Look for the FACTS logo to link to our customized online sign up page.



Be sure to have the following information ready:

- The name, street address, and e-mail address of the person responsible for making the payments.
- To protect your privacy, you will be asked to create your own unique FACTS Access Code. Please be sure it is something you can easily remember.
- Account information for the person responsible for payment: bank name, telephone number, account number, and the bank routing number. Most of this information is located on your check.

To protect your privacy, you will be asked to create your own unique FACTS user ID and Password. You will need the account information for the person responsible for payment: bank name, telephone number, account number, and the bank routing number. Before you click the Submit button, please carefully read through the Final Review and the Terms and Conditions. Notification confirming your online enrollment in a FACTS payment plan will be sent to you after the school enters the net tuition amount due for the year and activates your agreement. The annual enrollment fee will then be automatically deducted from your account within the next 14 days.

If you have questions about enrolling in FACTS please contact the business office. Once you have a FACTS plan set up, you may contact FACTS directly 866-441-4637 or view your agreement online through your *Consumer Portal* Account. To access the *Consumer Portal*, follow the instructions located on the FACTS Confirmation Notification or e-mail. FACTS customer service representatives are available Monday - Thursday, 7:30 am to 7:00 pm (CT), and Friday, 7:30 am to 5:00 pm.

Frequently Asked Questions

- 1. When will the funds be withdrawn from my bank account?** While FACTS transacts each payment on the date you have specified, it is your financial institution that determines the time of day the payment is debited. FACTS recommends checking with your financial institution to determine how far in advance funds should be deposited into your account to ensure the automatic payment clears. If a payment date falls on a weekend or banking holiday, the payment will be transacted the following business day.
- 2. How will I be notified of my payment information?** Once your agreement is posted to the FACTS system and the School enters the net tuition amount, you will receive a confirmation notification of your payment amount by e-mail or letter in approximately 10 days. Payments will be processed until the total balance is paid in full. The notification has important information you must have to log on to *Consumer Portal* Account. You will receive a reminder email 5 days prior to the upcoming payment and have the option to change payment method or pay ahead online at any time.
- 4. How do I use my user ID and Password?** To help protect your privacy, FACTS asks the person responsible for the payments to create an access code. If you should inquire online through the *Consumer Portal* Account or call into FACTS inquiring about your FACTS agreement, you will be required to verify your FACTS Access Code
- 5. What happens if FACTS attempts to process my payment and there are not enough funds in my account?** Should an automatic bank payment or credit card payment be returned, a \$30.00 FACTS Returned Payment Fee will be automatically assessed to your account. This is in addition to any interest penalty the school may assess. You will be notified by FACTS of the returned payment via e-mail or postal mail. The payment will be reattempted approximately 15 days later. If unexpected circumstances arise, please contact the school office 2 business days prior to payment to discuss a change to your upcoming payment.
- 6. What about enrollment in the FACTS payment plan in future years?** The FACTS payment plan enables the school to automatically reenroll families in payment plans over successive years, saving time for both the school office and your family. Should your tuition payments be made through FACTS the following year, you would be notified in advance by the school.
- 7. How will I pay other expenses at the school?** Consistent with prior years, you will receive a notice from the school for any incidental items that may incur a fee during the school year.

We Look Forward to Serving You Better!

Our Lady of Perpetual Help School looks forward to our partnership with FACTS and the efficiency and technology it brings to our school. Should you have any questions regarding this plan, please contact the school office at (504) 464-0531 or FACTS at 866-441-4637. As always, our door is open should you need to speak individually with us.