



Q: *How do I set up my FACTS payment plan?*

A: Go to the FACTS registration portal: <https://online.factsmgt.com/register>

- Enter your Online Registration Code provided on your Online Payment Plan Invitation.
- Verify the information provided and create a user account by registering a username and password.
- Add an authorized party, select a payment plan, enter banking information, and review and authorize your agreement.

Q: *What is the deadline for setting up my FACTS payment plan?*

A: For new families whose students have applied and been accepted prior to March 1, 2015, you must set up your payment plan no later than March 15, 2015. For families who have been accepted after March 1, you will have 14 days after receiving your Online Payment Plan Invitation to set up your agreement.

Q: *I have a FACTS Payment Plan for the current year. Do I need to set up another one for the upcoming school year?*

A: Families who have a current FACTS Payment Plan will be automatically re-enrolled based on the terms of the payment plan for the current school year. You will not need to set up another payment plan. If a new student from the same family is enrolling at Guerin Catholic, the Accounting Office will add the new students from the same family to the existing FACTS agreement.

Q: *What are the enrollment fees charged by FACTS?*

A: FACTS charges a \$41 enrollment or re-enrollment fee for customers choosing the quarterly or 10-month payment plans; a \$10 fee for the semi-annual payment plans, and there is no charge for the Payment in Full option on July 1.

Q: *What is Peace of Mind benefit?*

A: Peace of Mind is a benefit that is payable upon the death of either the Responsible Party or their legal spouse.

- The maximum benefit amount is \$30,000.
- The coverage begins when the agreement is signed by the Responsible Party.

Q: *What is the cost of Peace of Mind benefit, who pays it, and how is it collected?*

A: The cost is \$14 per agreement (subject to change).

- The customer will pay the fee.
- The amount is collected in the same manner as the FACTS Enrollment Fee, via auto withdrawal from a bank account or charge to a credit card, based on customer preference.

Q: *How will I be notified of an upcoming payment?*

A: Payment Reminders can be sent by email or text message.

- Customers will choose which alerts they want to receive.
- E-Mail is the default method and is based on the information you confirmed when setting up your account. This information can be updated at any time by logging in to your agreement.
- Customers must opt in to Mobile Text Alerts during payment plan sign up or by logging in to their FACTS Account by selecting My Profile>Correspondence and Reminders from the menu.
 - There is no charge from FACTS, but standard message/data rates apply.
 - Customers can opt out at any time.

Q: *May I use a credit card to pay tuition and fees?*

A: You may use MasterCard, Discover, and American Express credit cards to pay tuition and fees.

Please keep in mind that FACTS charges a convenience fee of 2.75% of the payment amount for credit card transactions. Note: Visa is not offered as an option.

- Example: Payment Amount = \$100.00
- Convenience Fee = 2.75% X 100 = \$2.75
- Total Payment Amount = \$102.75

Q: *I want to pay the balance due in full. Do I have to create a FACTS agreement?*

A: We are asking all families to set up a FACTS agreement. There is no enrollment fee charged if you choose the option to pay in full by July 1.

Q: *May I make a payment on balance before monthly installments start in July?*

A: You may make a payment at any time once your payment plan has been finalized. Please log in to your agreement and click on “Make a Payment.” Follow the prompts to complete the transaction, which will occur when you confirm payment.

Q: *If I make a payment on the tuition and fees balance before monthly installments start in July, will the installments be re-calculated at that time based on remaining balance?*

A: Your remaining payments can be reduced equally based on your preferences prior to completing the payment. If you have any concerns after you've made the payment, please an e-mail to Nancy Miller at nmiller@guerincatholic.org, and she will make sure that your payment is applied as you intended.