



## **How do I set up or view my FACTS Tuition Payment Plan?**

Sign into the FACTS Parent Portal. In the links box, select 'Financials' to set up your payment plan or view your tuition balance.

## **Am I required to set up a FACTS Payment Plan Account for my child(ren)?**

Yes, if your household will be responsible for paying any portion of your child's tuition then a FACTS tuition account will be necessary.

## **What payment plans are offered?**

Three payment plans are offered. Single-Payment Plan- paid in May, Two-Payment Plan- paid in May and October, Ten-Month Payment Plan- First payment made in May and final payment made in February.

## **What payment dates are offered?**

You may choose either to pay on the 1st or the 15th of each month. You will select your payment date when you sign up for your tuition payment plan.

## **What happens when my payment falls on a weekend or a holiday?**

Your payment will be processed on the next business day.

## **What happens if a payment is returned or late?**

Returned or late payments will be subject to a \$30 FACTS insufficient funds fee. There will be a \$25 school late fee assessed if the 2nd attempt of the payment fails.

## **What is the cost to set up a payment plan?**

The FACTS annual administrative fee is \$50 per family for monthly tuition plans and \$20 per family for single-payment or two-payment plans.

## **Which credit cards can be used to make payments?**

Visa, MasterCard, Discover and American Express can be used to make payments.



**If I make payments via my credit card, will I incur a credit card convenience fee?**

Yes, there is a 2.85% convenience fee for all payments made via credit card.

**What payment methods are available to me?**

Payments can be made by check (for one-time payers or semi-annual payers), by automatic draft from your checking or savings account, by automatic credit card payments or one-time catchup payments online, or over the phone payments.

**Is my information secure?**

Yes. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit:

[FACTSmgmt.com/Security-Compliance](https://FACTSmgmt.com/Security-Compliance)

**How do I make changes once my agreement is on the FACTS system?**

Changes to your address, phone number, email address, or banking information can be made Online.FACTSmgmt.com or by contacting your school or FACTS. Any changes to payment dates or amounts need to be approved by the school and the school will then need to notify FACTS. All changes must be received by FACTS at least two business days prior to the automatic payment date in order to affect the upcoming payment.

**Who do I call if I have questions about navigating my FACTS account, or making online or over the phone payments?**

You will contact the FACTS customer care representatives who are available to assist you 24/7 at 1-866-441-4637.

**Who do I call if I have questions about charges on my account, my due date or payment amount?**

You will contact Sarah Head in the business office at [shead@bereanchristianacademy.org](mailto:shead@bereanchristianacademy.org) or at 346-307-7491.