

1. **Why am I required to enroll in a FACTS payment plan?**

Response: We are using current technology to help families meet their financial obligations in a simple and convenient way and to improve the efficiency of the collection process.

2. **What is the difference in enrollment fees between FACTS and Tuition Manage Systems (TMS)?**

Payment Plans	FACTS	TMS
One Payment	\$0	NA
Two Payment	\$10	NA
Monthly Payment-Overbrook	\$43/family	\$63/student
Monthly Payment-SCA	\$43/family	\$68/student

3. **Why can't I use my VISA card to make payments?**

Response: Due to VISA's convenience fee policy, the credit card processor is not able to accept VISA credit cards. This is a VISA policy, not the schools.

4. **Why do I have to pay a 2.5% convenience fee when I pay by credit card?**

Response: We believe that the responsible use of our financial resources is paramount to offering educational value that benefits our families. In the past, the school has paid the credit card fee and like other operating expenses, the expense has continually increased. We encourage parents to make payments on their FACTS payment plan by using their checking or savings account (ACH) thereby avoiding the convenience fee altogether. None of the convenience fee goes to the school.

5. **A payment date of the 5<sup>th</sup> of the month has been established for all parents. What if the 5<sup>th</sup> of the month falls on a weekend or holiday?**

Response: The payment will be attempted the following business day.

6. **Who do I call to discuss FACTS?**

Response: If you have questions, please call FACTS Customer Service at 866-441-4637. Hours are Monday – Thursday 7:30 am to 7:00 pm (CST) and Friday 7:30 am to 5:00 pm (CST). You can also go to <https://online.factsmgt.com> and log in. At the upper right hand corner of screen you will see an icon that says "Contact FACTS".