

June 14, 2018



Dear Parents,

Since the stability of our school and the quality of its programs are of the utmost importance, we are always seeking ways to make improvements to benefit everyone. After much research and investigation, we are partnering with FACTS Management Company (FACTS) to help us manage both our tuition payment program and financial aid assessment. FACTS is used by many schools locally and over 5,000 schools nationally. We are excited to be working with them and are confident this program will offer greater efficiency and financial stability for the school while providing convenience to families.

One of our primary goals this next school year at Our Lady of Victory School is to concentrate our efforts on improving the *business side* of our school. By taking advantage of the security and convenience of payment processing and information technology offered by FACTS, we remain committed to this goal. All families will be required to pay their tuition and incidental charges through FACTS.

You will realize the following benefits by using FACTS for your tuition payment plan:

1. **Payment Dates:** You may choose either the 1st, 5th, 15th, or 20th of each month as your payment date. Automatic payments can be made from a checking or savings account or from a variety of credit cards.
2. **Enrolling in FACTS:** You may enroll in FACTS by going online to:
<https://online.factsmgmt.com/signin/49BTB>
3. **Convenience & Security:** Along with multiple payment plan options, your payments are processed securely through bank to bank transaction.
4. **Consumer Account:** You may check your personal account or make payments online from the convenience of your home or office anytime.

One of the universal challenges in education is achieving a balance between our educational mission and financial stability. It is precisely for this reason we are enlisting the help of the FACTS Management Company and requiring all families use FACTS to make tuition and incidental payments. With FACTS, the school maintains decision-making control. As always, we will continue to work with families should special circumstances or “hardship” cases arise during the school year.

Thank you for your continued loyalty and support for Our Lady of Victory School. We depend on your support in our efforts to provide the highest quality of education for your children. Your continued support and cooperation is appreciated, as we remain committed to our mission.

Sincerely,

Deborah J.V. Nettell
Principal



Tuition Management

FACTS provides flexible payment plan options to families at private and faith-based schools. Families can budget their tuition, making private school more accessible and affordable. Our process is simple, convenient, and secure.

FACTS Confirmation Notice

Once your information is received and processed by FACTS, you will receive a FACTS Confirmation Notice. This notice will confirm your payment plan information. Please check this information for accuracy, and contact your school or FACTS with any discrepancies.

Frequently Asked Questions

- **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 FACTSmgt.com.
- **When will my payments be due?**
Your payment schedule is set by your school, and your financial institution will decide the time of day your payments are processed.
- **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?**
Returned payments may be subject to a FACTS Returned Payment Fee; watch for a returned payment notice for additional information.
- **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 at <https://online.factsmgt.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 (2) business days prior to the automatic payment date in order to affect the upcoming payment.**
- **What is the cost to set up a payment plan?**
If an enrollment fee is due, the amount of the fee is indicated when setting up your agreement. If applicable, the nonrefundable FACTS enrollment fee will be automatically processed within 14 days of the agreement being posted to the FACTS system.

FACTS Customer Service

We are committed to doing all we can to provide you with the highest quality customer service in the industry. Whether you want to view your account online or speak with one of our highly trained customer service representatives, FACTS is dedicated to serving you.

To view your payment plan details, login to your FACTS account at online.factsmgt.com. Customer Care Representatives are also available to assist you 24/7.

For more information, visit FACTSmgt.com/payment-plans

