

## IMPORTANT THINGS TO KNOW

For the 2019-2020 school year, Galloway will have four payment options available:

- ❖ **One payment (with a 1% discount)** of the annual tuition, due in its entirety no later than March 1, 2019 (returning students) and May 1, 2019 (new students). Billing is handled by Galloway and payment is made to the Business Office via eCheck, credit card, paper check or money order.
- ❖ **Two equal payments** due May 1 and September 2, 2019. Billing is handled by Galloway and payment is made to the Business Office via eCheck, credit card, paper check or money order.
- ❖ **Four equal payments** due May, July, September and November. The payments must be made by enrolling with FACTS and arranging to have your tuition payment automatically processed from your bank account or by having a credit card charged. The cost per family to participate is a nonrefundable annual FACTS Enrollment Fee of \$45.
- ❖ **Ten equal payments** due each month from May through February. The payments must be made by enrolling with FACTS and arranging to have your tuition payment automatically processed from your bank account or by having a credit card charged. The cost per family to participate is a nonrefundable annual FACTS Enrollment Fee of \$45.
- ❖ **If you choose the 1-Pay or 2-Pay plans, you do not need to enroll with FACTS.**

## HOW DOES FACTS WORK

- ❖ If you have previously enrolled in the Galloway FACTS tuition payment plan and you have no changes, then you do not have to do anything further.
- ❖ If you are a new student or if you are choosing the 4-Pay or 10-Pay tuition payment plan for the first time, you will enroll with FACTS by following this secure [link](#). The link can also be found on the enrollment paperwork and the Galloway website. Once you are on the site, an easy step-by-step method is used to guide you through the activation process.
- ❖ You will enter the name, address, and e-mail address of the person responsible for making the tuition payments.
- ❖ You will create a personal FACTS access code to protect your privacy and security. Using this code, you will be able to have 24-hour access to your account, balances, and other key information.
- ❖ You will need the bank name, telephone number, account number, and bank routing number that appears on your checking (or other) account.

- ❖ Once you have enrolled with FACTS, Galloway will activate your payment plan. At that time, FACTS will send you a confirmation letter. After the confirmation letter is received and any differences resolved or changes made, the total annual payment amount is then spread equally over the applicable plan payment periods.
- ❖ You will select the date you want the tuition to be drawn from your account. The four choices are the 1<sup>st</sup>, 5<sup>th</sup>, 15<sup>th</sup> and 20<sup>th</sup> day of the month.
- ❖ FACTS then implements “automatic payment processing,” which simply means that your bank automatically drafts the agreed payment amount from the account you specify on a certain day of the month. Most families find this convenient, and already participate in automatic payment processing for mortgage payments, insurance, investments, and other financially related items.
- ❖ Families that choose the 4-Pay or 10-Pay tuition plan may also elect to have their monthly payments charged to a credit card (American Express, Visa, Discover, or MasterCard) instead of using automatic payment processing. FACTS charges a 2.85% convenience fee per transaction for credit card payments.

## FREQUENTLY ASKED QUESTIONS

### **When and what time will the funds be withdrawn from my bank account?**

While FACTS transacts each payment on the specified dates, 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.

### **How will I be notified of my payment information?**

Once your agreement for budgeted tuition payments is posted to the FACTS system you will receive a confirmation notification of your payment amount by e-mail or letter. Payments will be processed until the total balance is paid in full. The notification has important information you must have to log on to *MyFACTS* Account.

### **What is the FACTS Access Code?**

To help protect your privacy, FACTS asks the person responsible for the payments to create an access code. If you should inquire online through *MyFACTS* Account or call into FACTS inquiring about your FACTS agreement, you will be required to verify your FACTS Access Code. If you do not create an access code when you enroll, one will be randomly assigned to you and included in your

FACTS Confirmation letter. Please remember to keep a copy of your confirmation notification.

### **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 mail or e-mail. Payment reattempts will occur on the next earliest processing day (either the 1<sup>st</sup>, 5<sup>th</sup>, 15<sup>th</sup> or 20<sup>th</sup>).

### **What about enrollment in the FACTS payment plan in future years?**

The FACTS payment plan enables the school to automatically re-enroll 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.

### **How will I pay other expenses at the school?**

You will receive a separate statement from Galloway for items such as aftercare and enrichment program fees. Payment for these will be made directly to Galloway.

#### Need More Info?

You can contact the Galloway Business Office at 404-252-8389 ext. 142 or FACTS at 866-441-4637.

#### FACTS website login:

<https://online.factsmgt.com/signin/3FX5V>

**Please note: Current FACTS users do not need to re-enroll with FACTS**