

# Nerinx Hall Business Office

## Most Frequently Asked Questions

### Facts Billing and Tuition Questions:

***Do I have to open a Facts account, can't I just pay with one check?*** All families must have a Facts account for billing tuition and fees all four years. You may select the Full Pay option and receive a \$50 discount for paying the entire year in full by August 1, but it must be through Facts. Please keep your password and login as you will be responsible for updating your information during the next 4 years.

***My daughter already has a Facts account from her current school, can I just use this one?*** Yes, but you will need to call Facts at 866-441-4637 to have the account linked to Nerinx Hall.

***I am divorced and my ex-spouse is also responsible for tuition and fees so do we both need to open a Facts account?*** Yes, you will each need to have your own account. Please send an email to [mharper@nerinxhs.org](mailto:mharper@nerinxhs.org) to let me know the percentage to bill each parent (usually 50%-50%).

***When will I receive my first invoice for the 2022-2023 school year, and can I change my payment plan later if I need to?*** You will receive an email when your Facts account becomes available for review at the end of May, with your first payment due in July for monthly plans, or August 1 for annual, semester and quarter plans. Please wait until this time to make any changes to your payment or account information. Then you will do so by calling Facts at 866-441-4637.

***Why are there 2 payment agreements in my Facts account?*** Each account contains a primary Tuition Agreement where we invoice Tuition, Technology and Student Fees according to the payment plan you have chosen. Each account also contains an Incidentals Agreement where we will bill miscellaneous items such as the Summer School, Athletic Fee, Parking Permit, Laptop Deductible, lost Key Card and several other miscellaneous charges. These invoices will be due 2-3 weeks from the date they are billed, and they will not be automatically deducted with your tuition payment. You WILL receive an emailed invoice for anything billed to your account and there is a description of the item if you scroll down in the email.

If you select Auto Debit for your tuition agreement, you must also select it for your Incidentals account, otherwise you will need to log in and pay the miscellaneous invoice by the due date.

***How do I pay tuition with a 529 plan?*** If you are planning to make a lump sum payment of \$10,000 (the maximum) you may have the check made payable to Nerinx Hall, and we will apply it to your Facts account when it is received. Please allow at least 2-3 weeks before the due date to make the withdrawal to avoid a late fee. We will also accept 2 payments each school year, or one per semester.

For monthly or quarterly payments, you will need to have the check made payable to yourself as the Owner, deposit to your account and pay through Facts; we cannot process monthly or quarterly payments at Nerinx Hall.

***Can I change a due date for one of my upcoming payments?*** Yes, as long as it is AT LEAST 3 business days in advance of the auto debit, otherwise it will already be processing and cannot be changed. Please email [mharper@nerinxhs.org](mailto:mharper@nerinxhs.org) with your request and we can change it for you.

## **Facts Financial Aid Questions:**

***I am divorced and my ex-spouse is also responsible for tuition and fees so do we both need to apply for financial aid if we feel the need?*** Yes, each household will need to apply, and please indicate the percentage of tuition and fees you are responsible for. If you are remarried, you will need to include tax forms and paystubs for your current spouse as well, but we do take into account the remarriage and parent responsible for tuition and fees. Facts cannot properly verify your application without all the required documents.

***If I have more than one child at Nerinx Hall or other children in tuition schools, do I need to include them on the application?*** YES, please include all children in tuition schools and the tuition amount. If your other child(ren's) school is not listed as an option, use the DO NOT REPORT option and include the annual amount of tuition you pay for each child.

***I have finished my application, but Facts is stating that it will take 2-3 weeks to process, is this going to mean I miss the deadline?*** No, as soon as you pay the fee and upload your documents, we can see them so please do not worry. We will reach out to you if we have any questions during the review process.

***Facts keeps emailing me about missing tax documents that I don't have, what should I do?*** Please call Facts at 866-441-4637 for clarification as to what they are looking for. If your tax situation includes self-employment, you will need to provide supporting documents such as Schedule 1 and Schedule C, but the documents are from the previous tax year, not the year that has just passed.

***I have filled out my application, supplied all the documents, and Facts states that my application is complete, so when and how will I find out if we get any financial aid?*** You will receive an email Friday, February 18 before 5:00. It will be sent to the email address you supplied in your financial aid application. Please check your spam and junk folders before reaching out to [mharper@nerinxhs.org](mailto:mharper@nerinxhs.org) if you have not received it by the end of the day.