



FACTS Financial 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. Set up your FACTS agreement at: **Enrollment through Finals**

FACTS Confirmation Notice & Customer Service

Once your information is processed by FACTS, you will receive a confirmation notice. Please check this information for accuracy and contact your school or FACTS with any discrepancies. 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 customer service representatives, FACTS is dedicated to serving you. **To view your payment plan details, log in to your FACTS account at Online.FACTSmgt.com. Customer care representatives are also available to assist you.**

Frequently Asked Questions

Is My Information Secure?

Yes. Your personal info, including payment info, is protected with the highest security standards in the industry. For more info on security, visit FACTSmgt.com/Security-Compliance.

When Will 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 info.

How Do I Make Changes Once My Agreement Is in the FACTS System?

Changes to your address, phone, email, or banking info can be made at Online.FACTSmgt.com or by contacting your school or FACTS. Changes to payment dates/amounts must be approved by the school and they will notify FACTS.

What Is the Cost to Set Up a Payment Plan?

If an enrollment fee is due, the fee amount is indicated when setting up your agreement. If applicable, the nonrefundable FACTS enrollment fee will be auto processed within 14 days of the agreement being posted to the FACTS system.

***All changes must be received by FACTS at least 2 business days before auto payment date to affect upcoming payment.**