FACTS TUITION MANAGEMENT FAQs

This flyer contains very important information regarding your tuition for the 2026-2027 school year. **Please read thoroughly to learn about your tuition payment options**.

FACTS has contracted with Germantown Friends School to manage your tuition and incidental payments. FACTS serves more than 11,500 schools nationwide and is the industry leader in tuition management for private and faith-based schools.

You will receive an electronic invite from FACTS in April. It will include a link to click on to create or confirm your existing FACTS agreement and select your payment plan.

PAYMENT PLAN OPTIONS

Germantown Friends School (GFS) offers the following payment plan options:

- **Single Payment Plan**: Payment due July 31, no annual enrollment fee
- **Two-Payment Plan**: 60% due July 31 and 40% due January 31, no annual enrollment fee
- **Ten Monthly Payments**: 10 monthly payments due May 15 through February 15, $90 annual enrollment fee

  The fee will be automatically attempted from the same financial account provided for tuition within 14 days of the agreement being submitted.

YOU MAY SELECT FROM THE FOLLOWING PAYMENT METHODS:

- **Electronic debit from a checking or savings account**
- **Credit card (A 3.05% service fee will be assessed for each credit card payment. Visa, Mastercard, Discover, and American Express are accepted.)**

Please note: The person listed as the Responsible Party on the agreement MUST be a signer on the bank account or credit card provided.

In addition to collecting tuition, FACTS will be collecting incidental fees throughout the year. GFS will provide information to FACTS each month, and FACTS will send out invoices with a breakdown of fees due. Your bank account or credit card will be automatically debited on the due date for any fees due that month.

PEACE OF MIND BENEFIT

A death in a student's family can disrupt his or her academic life due to the potential loss of educational funds. To prevent such a disruption, individuals enrolled in a FACTS payment plan are provided the opportunity to enroll in the FACTS Peace of Mind Benefit. The cost of this optional benefit is $22.50, which is added to your FACTS enrollment fee. If you elect a payment plan with no fee, the $22.50 Peace of Mind fee will be assessed within 14 days of the agreement being submitted. More information regarding the Peace of Mind Benefit is available online when setting up your tuition agreement.

FACTS CUSTOMER SERVICE

At FACTS, we are committed to doing all we can to provide you with the highest quality of 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 account online, simply go to online.FACTSmgt.com and enter your username and password.

Families have access to their information 24/7 via our online services. If additional help is needed, please visit our website for contact numbers and hours of operation.

YOUR PRIVACY AND SECURITY

FACTS is committed to doing all we can to ensure the privacy and security of the information you provide. To honor that commitment, we have several policies and procedures in place.

- We do not share any nonpublic information with unauthorized third parties.
- To protect your information from access by unauthorized parties, FACTS maintains physical, procedural, and electronic safeguards.
- To help protect your privacy, the Responsible Party will create a username and password, along with identifying security questions and answers. When making inquiries regarding your account online or by phone, the Responsible Party or Additional Authorized Party should have these pieces of information, along with the agreement number.

With FACTS, Germantown Friends School maintains full decision-making control. If you have questions regarding your tuition amount, please call the GFS Business Office at 267.323.3302. If you have questions about how to sign up with FACTS, please call FACTS at 866.441.4637. We look forward to serving your family in the coming year!

FREQUENTLY ASKED QUESTIONS

1. **If payments are made automatically, does that mean FACTS or GFS has direct access to my account?**
   No. This is a common misconception about automatic payments. No one other than you and your financial institution has access to your account.

2. **How can I be assured these transactions are secure?**
   When you consider that bank research shows as many as 10 people handle a check from the time it is written until the funds are deducted from your account, ACH transactions are far more secure than writing checks. With electronic payments, the transactions pass electronically through the banking system.

3. **Can I set up a separate checking or savings account for making my automatic payments?**
   Many people choose to establish an account separate from their primary checking or savings account for their automatic payments. NOTE: The person authorizing payments must be a signer on the bank account provided. In addition, please check with your financial institution to make certain the account can be used to process automatic payments.

4. **How do I make changes once my agreement is in the FACTS system?**
   If you need to change information such as your mailing address, phone number, email address, or banking information, please visit online.FACTSmgt.com or contact FACTS. If you want to discuss changing the payment date or payment amount, you must contact the GFS Business Office at 267.323.3302. All changes must be received by the GFS Business Office or FACTS at least three (3) business days prior to the automatic payment date in order to affect the upcoming payment. However, for convenience and timing, FACTS is able to make minor due date changes (at 866.441.4637), up to 5 business days beyond a current due date. Any dollar amount re-allocations or changes beyond the 5 business days will still need to be made by GFS.

5. **What if my payment date falls on a weekend or holiday?**
   If the payment date falls on a weekend or holiday, the payment will be attempted the following business day.

6. **When will the funds be withdrawn from my bank account?**
   Although FACTS specifies the date each payment will occur, it is your financial institution that determines the time of day the payment is debited from your account. FACTS recommends you check with your financial institution to determine how far in advance the funds should be deposited into your account to ensure the automatic payment clears.

7. **How can I get help with navigating through the FACTS website?** You can contact FACTS at 866.441.4637 or GFS at 267.323.3302.

Visit FACTSmgt.com for additional information.