



**TUITION PAYMENT PLANS THROUGH FACTS MANAGEMENT**

**1. What are my options for payment plans?**

Payment Plan	Payment Schedule	Set-Up Fee	Finance Fee
1-Pay Plan	Lump sum payment in June	\$25	\$0
2-Pay Plan	2 equal payments: June & November	\$25	1.25%
10-Pay Plan	10 equal monthly payments: June-March	\$55	4%

You can choose to pay tuition on the 1st/5th/15th/20th of the month.

**2. Can I pay my tuition payment directly to Grapevine Faith Christian School instead of using FACTS?**

You must have a FACTS account set up with a bank account or credit/debit card attached to that account. However, you may submit payments by check at any time to the Business Office. Checks must be brought in to the Business Office at least 3 days prior to the due date. These payments are applied to your FACTS account balance.

**3. Can I pay my payment plan off early?**

Yes – you can always make additional payments or a lump sum payment on your account balance. You can pay online or over the phone with FACTS - or you can bring a check by the school. If payoff occurs by November 30th for a 10-pay plan, Finance Fees will be adjusted to the 2-pay plan fee.

**PLAN FEES**

**1. What is the payment plan set up fee?**

The payment plan Set Up Fee is an annual fee paid directly to FACTS for the benefit of utilizing a payment plan. The fee is per family, not per student.

**2. What are the Finance Fees charged to use a payment plan?**

Faith Christian School charges a Finance Fee for plans not paid in full by June 30th.

- The 2-pay plan (payments in June and November) has a 1.25% finance fee
- The 10-pay plan (payments made monthly June through March) has a 4% finance fee

To set up new account: <https://online.factsmgt.com/signin/4HJ52>





**FACTS provides tuition management services for schools. Services for parents include online account access, tuition and fees invoicing, payment processing, and 24 hour customer service.**

***Whom should I contact if I have questions regarding my account?***

- Questions about the payment plan or FACTS account: Customer Care Representatives are available to assist you 24/7 at (866)441-4637.
- Questions about tuition amounts or payment dates, contact Julie Adkins at [julie.adkins@grapevinefaith.com](mailto:julie.adkins@grapevinefaith.com) or (817)813-2484 x3991.

***What payment methods does FACTS accept?***

- ACH – You can set up automatic debit from a checking or savings account.
- Credit/Debit Cards - FACTS accepts Visa, MasterCard, American Express and Discover credit and debit cards. Please note that a 2.95% convenience fee will apply.

***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](http://FACTSmgt.com).

***If I had an account with FACTS previously, can I use my old log in information?***

Yes. If you forgot your username or password, you can click “Forgot Username / Password” to get help retrieving your information.

***What happens when my payment falls on a weekend or a holiday?***

Your payment will be processed on the next business day.

***How can I change my banking/credit card information?***

Changes to banking information MUST be made at least three business days before your next scheduled debit. You can update your banking or recurring credit/debit card information by logging in to your account at or you can call FACTS directly at (866)441-4637.

***What happens if my payment is returned?***

FACTS will remind you of your upcoming payment/draft several days in advance to help you pay on time. Returned payments may be subject to a FACTS Returned Payment Fee and possible bank fees from your bank; watch for a returned payment notice for additional information.

***What can I do once I have logged into my FACTS account online?***

On our parent website you can do the following:

- Make a payment
- Review payment history
- Change/edit your payment information
- Update your personal information
- See an itemized breakdown of tuition, fees and discounts billed to your account

**Login to FACTS: <https://online.factsmgt.com/signin/4HJ52>**

**Questions: [www.grapevinefaith.com](http://www.grapevinefaith.com) - Admissions - Tuition**

