



## It's Easy to Manage Your Tuition with FACTS

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### Payment Plans for Every Kind of Life

FACTS is a leading tuition payment plan provider for schools. Today, FACTS services over 9400+ schools globally including Australia. FACTS is an online and mobile solution with flexible payment plan options, a self-service portal for you as parents, multiple secure payment options and a friendly parent support desk. FACTS have the highest security standards ensuring all payments, including credit-cards, will be accepted through a PCI compliant technology.

### How We Help Families

FACTS ensures families can budget for their tuition through the variety of plans offered, making education more accessible. Our process is designed to be simple, convenient and secure.

### To get started

You will receive an email or letter from FACTS that contains instructions on how to create a customer profile and set up a payment plan.

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### Frequently Asked Questions

- Q** Is my information secure?
- A** Yes. Your personal information, including payment information, is protected with the highest security standards in the industry.
- Q** When will my payments be due?
- A** Your payment schedule is set by your school, and your financial institution will decide the time of day your payments are processed.
- Q** What happens when my payment falls on a weekend or a holiday?
- A** Your payment will be processed on the next business day.
- Q** What happens if a payment is returned?
- A** Returned payments may be subject to a FACTS returned payment fee; watch for a returned payment notice for additional information.
- Q** Who should I call if I have questions or concerns about my payment plan?
- A** Contact a FACTS customer care representative at 1300FACTS1.
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Customer care representatives are available to assist you

**1300 FACTS1 | FACTSmgt.com.au**

