



## FACTS Frequently Asked Questions

1. What tuition plans will be offered?

St. Matthew offers a variety of tuition payment plans for the 2024-2025 school year to accommodate families/ financial needs. We will offer Annual, Semester, 11-month (July-May), and Semi-Monthly plan beginning in July.

2. What payment options do families have to pay their tuition?

Families have a choice of paying their tuition by automatic payment from their checking or savings account or credit card on the 1<sup>st</sup>, 10<sup>th</sup>, 15<sup>th</sup>, or 20<sup>th</sup> of every month. A 2.95% processing fee is charged by FACTS for payments made by credit card or debit card. There is no additional fee for payments made by checking or savings account.

3. Will other charges be billed through the FACTS system?

Yes, other fees such as registration fees, extended day fees, extracurricular activity, and field trips, etc...will be billed through FACTS. These fees are referred to as incidental charges in the FACTS system and you will receive an invoice email notification 10 days prior to the withdrawal date.

4. Can incidental fees be paid from a different account or credit card other than the tuition payment?

Yes, families can pay their tuition from one bank account or credit card and their incidental charges from another bank account or credit card. When a family first selects their tuition payment plan and deduction date, they will not be able to put in a different bank account or incidental charges at that time; however, once the school has finalized the family's tuition agreement, the family will be able to change their bank account or credit card for their incidental charges. A 2.95% processing fee is charged by FACTS for payments made by credit card or debit card. There is no additional fee for payments made by checking or savings account.

5. Can I view my account online?

Yes, families can view their account online at any time at [www.factsmgt.com](http://www.factsmgt.com)> *Family Login*> *FACTS Family Portal*> Sign in> Go to *Financial*. Families can also view their accounts from their mobile phone. Families who sign up for email payment reminders will also receive an email 4 business days prior to the date their payment is scheduled to be withdrawn.

6. Can I make a payment online on my account before the scheduled due date?

Yes, families can make payments online on their account prior to their scheduled withdrawal date; however, the payments will need to be made *at least 3 business days prior to the automatic payment date* in order to update the upcoming payment.



7. Can I change my bank account or credit card information online, or does the school need to change the information?

Yes, families can change and update their bank account or credit card information at any time. *Any changes or updates to their financial accounts must be made at 3 business days prior to the automatic payment date* to update the scheduled payment. Families can also edit their demographic information at any time online, but please notify the school if your name or email address has changed.

8. Can I change my payment plan or payment date online, or does the school need to change this information?

Families will not be able to change their tuition payment plan or their tuition deduction date online after they have initially set up their payment plan for the school year. If families would like to change their tuition payment plan or their tuition payment deduction date after their initial set-up, they will need to contact FACTS at 1-866-441-4637 or the school's Business Office. All changes must be received by FACTS at least three 3 business days prior to the automatic payment date in order to update the upcoming payment.

9. Is my information safe and secure?

Yes, FACTS is used by many schools locally and approximately 11,000 schools nationwide. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit [www.factsmgt.com](http://www.factsmgt.com).

10. Who should I call if I have questions or concerns about my payment plan?

FACTS is available at 1-866-441-4637. FACTS hours are Monday-Friday 7am-9pm Central and Saturday 8am-2pm Central. You can also contact the school's Business Office during regular business hours.

11. How do I get started with my FACTS account?

Families will need to go to [www.factsmgt.com](http://www.factsmgt.com)> Parent Login> FACTS Family Portal and create their account. The District Code is SM-TX. This login will be different from your FACTS login at another school or for your Grant & Aid application (Hope for the Future).