



BRENTWOOD ACADEMY

FACTS Payment Plan Account—Frequently Asked Questions

- 1. Am I required to set up a FACTS Payment Plan Account for my child/children?** *Answer:* Yes, if your household will be responsible for paying any portion of your child/children's tuition. If your child belongs (or if your children belong) to a multi-household family and your household will not be responsible for any portion of the tuition payment, then a FACTS account will not be necessary for your household.
- 2. Am I required to pay my \$750 Enrollment Deposit Online via FACTS?** *Answer:* Yes, payment must be made in order to complete your payment plan setup process and finalize your FACTS account. If you are applying or have applied for financial aid for the 2020-21 school year and have questions about the enrollment deposit, please contact the Financial Aid Office at 615-523-0611. If your child belongs (or if your children belong) to a multi-household family and your household and the other household will be splitting the enrollment deposit and/or tuition charge, please contact Sarah Wilkerson in the Business Office in order for the enrollment deposit and/or tuition charge to be modified accordingly.
- 3. I have applied for financial aid. If I qualify for aid and am awarded aid, when will my award be credited to my account?** *Answer:* Your account will be credited for financial aid awarded in May or early June, prior to the issuance of your first FACTS statement.
- 4. If I have made pre-payments on my account prior to the first FACTS bill or have been awarded financial aid, will these credits reduce the amount of interest that will be charged to my account?** *Answer:* Yes, pre-payments and financial aid awards will reduce the amount of interest charged to your account. Interest charges (where applicable, are calculated based on the payment plan you chose when setting up your FACTS account) will be added to your account in May or early June by the Business Office, prior to your first FACTS statement being issued.
- 5. My payment due date is approaching, and I do not have the funds available for payment. Am I able to change my due date or payment amount?** *Answer:* Yes, but any changes to your payment due date or payment amount must be approved and completed by the Brentwood Academy Business Office at least two business days in advance of your payment due date.
- 6. Will I incur any additional fees for late payments?** *Answer:* Yes, there is a \$25 late fee assessed for all late payments. There is also a \$30 insufficient funds fee assessed by FACTS for all returned payments.
- 7. Do I have the option to mail payments via check to FACTS, rather than setting up automatic payments via my bank account or credit card?** *Answer:* It depends on what payment plan you chose. If you chose Payment Plan I (for one-time payers) or Payment Plan II (for bi-annual payers), you have the option of mailing payments to FACTS or setting up automatic payment from your bank account or credit card. If you chose Payment Plan III, you will be required to set up automatic payments via your bank account or credit card.
- 8. Which credit cards can be used to make payment?** *Answer:* Visa, MasterCard, Discover and American Express can be used to make payment.
- 9. If I make payments via my credit card or debit card, will I incur a convenience fee?** *Answer:* Yes, there is a 2.85% convenience fee for all payments made via credit card.
- 10. If my payment is scheduled for automatic draft and my payment is returned, will my payment be re-attempted at a later date?** *Answer:* Yes, if an automatic bank draft, debit card or credit card payment is returned insufficient, your payment will be scheduled to re-attempt 15 days later. After three unsuccessful attempts to draft a payment, that payment will no longer be attempted and will be considered an unresolved payment. An unresolved payment is considered past due and is still part of your total remaining balance owed. You can make the unresolved payment at any time online, over-the-phone, or you can contact the Business Office to discuss other options for making up the unresolved payment.
- 11. Can I allow others to have access to my account or make payments on my account?** *Answer:* Yes, on the "My Profile" page of your FACTS account, you can set up other Authorized Parties to have phone-only access or online/phone access to make payments. **Note:** Other than the parent, an authorized party making payment must be one of the following: a grandparent, bona fide guardian, other family member, or family trust of the student.
- 12. What payment methods are available to me?** *Answer:* Payments can be made by check (for one-time payers or bi-annual payers), by automatic draft from your checking or savings account, or by automatic debit card or credit card payments. One-time or catchup payments can be made online, over-the-phone or via check mailed to FACTS or Brentwood Academy.
- 13. Who do I call if I have questions about navigating my FACTS account, or making online or over-the-phone payments?** *Answer:* You will contact the FACTS dedicated team of parent specialists at 1-866-441-4637. They are available Monday through Friday, 7 AM – 9 PM or Saturday 8 AM – 2 PM CST to assist with account questions and payments. Outside of regular operating hours, this line is available 24 hours 7 days per week for general account information and for making online payments.
- 14. Who do I call if I have questions about charges on my account, my due date or payment amount?** *Answer:* You will contact Sarah Wilkerson in the Business Office at sarah_wilkerson@brentwoodacademy.com or at 615-373-0611, ext. 122.