



Dear Parent(s):

As part of our mission and commitment to good stewardship, Bellarmine is always working to improve the quality of our programs and make the student and parent experience as supportive and efficient as possible. We recognize that an important part of that experience is the process around billing and payment of tuition. Our goal is to make this process as clear, consistent and convenient as possible, both from the perspective of our student families as well as the team in our Student Accounts office.

Following a detailed review of options, we have decided that beginning with the 2019-20 school year Bellarmine will contract with FACTS Management Company to assist in administration of our tuition billing and payment program.

Adopting the FACTS tuition billing and payment processing system will provide parents with a number of advantages including:

- Convenient online payment plan sign-up and account management;
- E-mail or text payment reminders before your payment is due;
- Online access to tuition statements;
- Flexible payment plan options, and secure payment processing.

Please note that FACTS may assess a one-time fee of between \$0-\$50, depending upon the payment plan you choose.

As always, we thank you for your continued loyalty to Bellarmine Preparatory School and for your support in our efforts to fulfill our mission while pursuing more efficient and effective systems to improve the student and parent experience.

Further information and details on this new approach will be provided to you in the coming weeks. In the meantime if you have any questions regarding the implementation of FACTS, please contact Mary Graves, [gravesm@bellarmineprep.org](mailto:gravesm@bellarmineprep.org).

Sincerely,

*Mary Graves*

Mary Graves  
Director of Student Accounts and Tuition Assistance  
Bellarmine Preparatory School



# Tuition Management

FACTS provides flexible payment plan options to families at private and faith-based schools. Families can budget their tuition, making private school more accessible and affordable. Our process is simple, convenient, and secure.

**\*\* Insert details on when families should expect their invitation from FACTS.**

## FACTS Confirmation Notice

Once your information is received and processed by FACTS, you will receive a FACTS Confirmation Notice. This notice will confirm your payment plan information. Please check this information for accuracy, and contact your school or FACTS with any discrepancies.

## Frequently Asked Questions

- 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](https://FACTSmgt.com).
- When will my payments be due?  
Your payment schedule is set by your school, and your financial institution will decide the time of day your payments are processed.
- What happens when my payment falls on a weekend or a holiday?  
Your payment will be processed on the next business day.
- What happens if a payment is returned?  
Returned payments may be subject to a FACTS Returned Payment Fee; watch for a returned payment notice for additional information.
- How do I make changes once my agreement is on the FACTS system?  
Changes to your address, phone number, email address, or banking information can be made at <https://online.factsmgt.com> or by contacting your school or FACTS. Any changes to payment dates or amounts need to be approved by the school and the school will then need to notify FACTS. **All changes must be received by FACTS at least two (2) business days prior to the automatic payment date in order to affect the upcoming payment.**
- What is the cost to set up a payment plan?  
If an enrollment fee is due, the amount of the fee is indicated when setting up your agreement. If applicable, the nonrefundable FACTS enrollment fee will be automatically processed within 14 days of the agreement being posted to the FACTS system.

## FACTS Customer Service

We are committed to doing all we can to provide you with the highest quality 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 payment plan details, login to your FACTS account at [online.factsmgt.com](https://online.factsmgt.com). Customer Care Representatives are also available to assist you 24/7.**