



## Our Partnership with FACTS

Dear Parents,

At **Seattle Christian School** we are constantly looking for ways to concentrate our available human and financial resources on our primary mission of education. To help us meet this goal we will again be partnering with FACTS Management Company to help manage our tuition payments for the 2017-2018 school year. Our research indicates significant benefits to school staff and school families, including convenience, flexibility, and secure on-line access to individual account information.

## Your Payment Plan Options with FACTS

Equal payments will be automatically deducted from a designated checking or savings account, or automatically charged to a credit card (with 2.85% service fee added for credit cards payments only) on your choice of the **5th or 20th** of the month. AMEX, Discover, VISA and MasterCard accepted.

**Automatic Bank Payment (ACH)**—ACH payments are those payments you have authorized FACTS to process directly through your financial institution. It is simply a bank-to-bank transfer of funds that you have pre-approved from either your checking or savings account.

**Credit Card**— If you elect to use this option, your payment, along with a 2.85% service fee, will be automatically charged to your credit card (AMEX, MasterCard, VISA or Discover are accepted). Paying with your credit card allows you to take advantage of various bonus programs offered by your credit card company.

### Payment Plan Options:

- **10 or 12 Monthly payments starting in August 2017**
- **Annual payments – contact the school directly**

## Convenient Online Enrollment

FACTS online payment portal provides access to our own site for enrolling in FACTS for tuition payments. Enrolling online is simple and secure. **For all NEW families**, go to: <http://www.seattlechristian.org/Page/734> and find the FACTS information/logo to get started.

### Be sure to have the following information ready:

- Account information for the person responsible for payment: bank name, telephone number, account number, and the bank routing number. Most of this information is located on your check. Or your credit card information, account number and expiration date.

Before you click the Submit button, please carefully read the Final Review. Notification confirming your enrollment in a FACTS payment plan online will be sent to you after the school has finalized your agreement.

**For RETURNING families**, the school will re-enroll you for the 2017-2018 School Year. You will receive a confirmation notice from FACTS when your agreement has been finalized and instructions to create your user account.

***Please check the confirmation information for accuracy,  
and contact Seattle Christian School or FACTS as soon as possible with any discrepancies.***

## Frequently Asked Questions

**1. If payments are made automatically, does that mean FACTS or Seattle Christian School has direct access to my account?**

No. This is a common misconception about automatic payments. No one other than you and your financial institution has access to your account.

**2. May I set up a separate checking or savings account for making my automatic payments?**

Many people choose to establish an account separate from their primary checking or savings account for their automatic payments.

**NOTE:** The person authorizing the payments must be a signer on the bank account provided. In addition, please check with our financial institution to make certain the account can be used to process automatic payments.

**3. How can I be assured these transactions are secure?**

When you consider that bank research shows as many as 10 people handle a check from the time it is written until the funds are deducted from your account, ACH transactions are far more secure than writing checks. With electronic payments, the transactions pass electronically through the banking system.

**4. How will I be notified of my payment information?** Once your agreement for tuition payments is posted to the FACTS system you will receive a confirmation notification of your payment amount by e-mail or letter in approximately 10 days. Payments will be processed until the total balance is paid in full.

**5. When will my funds be withdrawn from my bank account?** While FACTS specifies the date each payment will occur (ex: 5<sup>th</sup> or 20<sup>th</sup>), it is your financial institution that determines the time of day the payment is debited from your account. FACTS recommends you check with your financial institution to determine how far in advance funds should be deposited into your account to ensure the automatic payment clears. If a payment date falls on a weekend or banking holiday, the payment will be attempted the following business day.

**6. How do I make changes once my agreement is on the FACTS system?**

If you need to change information such as address, phone number, e-mail address, or banking information, visit <https://online.factsmgt.com> or contact your school or FACTS. If you want to discuss changing the payment date or payment amount, you **must** contact **Seattle Christian School**, and we will notify FACTS if any such changes are to be made.

***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.***

**7. What happens if FACTS attempts to process my payment and there are not enough funds in my account?** Should an automatic bank payment or credit card payment be returned, a \$30.00 FACTS Returned Payment Fee will be automatically assessed to your account for each failed payment attempt. This is in addition to any penalty your bank or the school may assess. You will be notified by FACTS of the returned payment via mail or e-mail. For payment scheduled for the 5<sup>th</sup> of the month, a reattempt will occur on the 20<sup>th</sup>; for payment scheduled for the 20<sup>th</sup>, a reattempt will occur on the 5<sup>th</sup> of the following month.

With FACTS, the school maintains decision-making control. As always, we will continue to work with families should special circumstances or “hardship” cases arise during the school year.

### We Look Forward to Serving You Better!

Seattle Christian School looks forward to our partnership with FACTS and the efficiency and technology it brings to our school.

- If you have questions about enrolling in FACTS or changing your account, please contact 206-246-8241.
- To view your account online, simply go to <https://online.factsmgt.com> and enter your username and password.
- You may also contact FACTS directly (866) 441-4637, Monday - Thursday, 7:30 a.m. to 7:00 p.m. (CT), or Friday, 7:30 a.m. to 5:00 p.m. (CT).



Seattle Christian School  
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## ACCOUNT AGREEMENT 2017-2018 School Year

### Terms & Conditions

**TERMS AND CONDITIONS:** FACTS Management Company (FACTS), Lincoln, Nebraska has contracted with Seattle Christian School (Institution) to process payments for tuition and/or fees. **As the person who submitted this Agreement, you are the Plan Owner. You accept and agree to be bound by the Agreement's terms and conditions until the total amount owed is paid in full.**

**AUTHORIZATION:** You authorize FACTS to process payments from the account provided or any subsequent account and acknowledge the account provided belongs to you. Your authorization will continue for the next Institution term upon receipt of reenrollment information submitted to FACTS by the Institution. Such reenrollment will be governed by the terms and conditions of that term's applicable Agreement. Your authorization will terminate when the total balance due has been paid (including fees, unless waived) and reenrollment information is not received for the next Institution term.

**RETURNED PAYMENT FEE:** If a payment is returned, you will be notified and a \$30.00 FACTS Returned Payment Fee will be automatically processed from the account provided. If the returned payment fee is returned, it will be rescheduled. Fees are subject to change.

**PAYMENT DATES:** If the payment date falls on a weekend or banking holiday observed by the Federal Reserve, the payment will be attempted on the following business day. Although FACTS specifies the date each payment will occur, your financial institution determines the time of day the payment is debited to the account.

**CHANGES TO AGREEMENTS:** A. You may make changes to the information provided in this Agreement by contacting the Institution. The timely application of changes depends on when they are received by FACTS; FACTS may refuse to apply changes prior to the next scheduled payment date if FACTS determines, for whatever reason, that it does not have sufficient time to act on them.

In the event you authorize additional services from the Institution, or in the event additional fees are assessed by the Institution in accordance with its policies and as a result of changes authorized by you, you understand that the total balance due and/or payment amount will change. You agree that your authorization of any such change shall constitute your authorization to change the payment amount, and/or to continue payments until the total balance due is paid in full. **If you, as the Plan Owner, are not the recipient of services, you authorize the recipient of services to make changes to his or her schedule or activities and agree to be bound by any such changes.** You do not require FACTS or the Institution to send advance notice of adjustments resulting from such changed authorization, which includes any reduction in the balance due and/or payment as a result of financial aid, or any other similar cause. However, a copy of any such changed authorization, as described above, is to be provided to you by the Institution.

B. If there will be any change in the preauthorized payment amount other than a changed authorization, as described above, the Institution will give you notice of such changed payment amount at least ten (10) days in advance of the next scheduled payment.

C. You may revoke your authorization by sending FACTS a signed, written notification or email. Please note that terminating your Agreement with FACTS in no way affects your obligation to pay the Institution. Your Institution may demand immediate payment of all outstanding balances. You are strongly encouraged to contact your Institution before requesting to terminate your Agreement.

**CUSTODIAL ACCOUNT:** FACTS does not guarantee payments it does not collect from you. Collected funds shall be held by FACTS as your agent until remitted to the Institution. Depending upon the Institution's policy, payments returned by your financial institution may be rescheduled. Refunds of any money paid to FACTS, except for any applicable FACTS fees, will be handled by the Institution according to its refund policy. Interest earned on custodial funds is paid to FACTS.

**CONFIRMATION:** Any and all inconsistencies in the information provided will be resolved in the confirmation notification sent to you from FACTS. Changes made by the Institution that are received by FACTS before the notification is sent may also be included. In either event, the confirmation notification shall be controlling. A portion of your enrollment fee or late fee, if applicable, may be retained by or used to support the Institution(s) administering your payment plan.

**DISCOVERY OF SUSPECTED ERRORS:** If you discover what you believe to be an error made by FACTS, you must report the suspected error to the company immediately. FACTS must hear from you no later than sixty (60) days after the suspected error occurred. This obligates you to timely review of your bank statements and a timely response to company letters, emails, or phone calls. It is your responsibility to report suspected errors as soon as possible.

**GOVERNING LAW:** You acknowledge that the origination of ACH transactions to your account must comply with the provisions of U.S. law. This Agreement shall be governed by the laws of the State of Nebraska. This Agreement should in no way be construed to be a lender-borrower agreement between FACTS and the Institution or FACTS and you.

**ARBITRATION:** Any controversy or claim between the parties to this Agreement, its interpretation, enforcement or breach, including but not limited to claims arising from tort (which includes claims of fraud and fraud in the inducement), shall be settled by binding arbitration administered by and under the rules of Commercial Dispute Resolution Procedures of the American Arbitration Association ("AAA"), as modified by this Agreement, and will be administered by the AAA. While either party shall have all the rights and benefits of arbitration, both parties are giving up the right to litigate such claims and disputes in a court or jury trial. The results, determinations, findings, judgments and/or awards rendered through such arbitration shall be final and binding on the parties hereto and may be specifically enforced by legal proceedings. Judgment on the award may be entered into any court having jurisdiction. Neither party shall be entitled to join or consolidate disputes by or against others in any arbitration, or to include in any arbitration any dispute as a representative or member of a class or as part of a class action, or to act in any arbitration in the interest of the general public or in any private attorney general capacity. A demand for arbitration shall not be made after the date when the institution of legal or equitable proceedings based on the claim would be barred by the applicable statute of limitations. For statute of limitations purposes, receipt of a written demand for arbitration shall constitute the institution of legal or equitable proceedings based on the claim. All proceedings in arbitration shall be administered in Lincoln, Lancaster County, Nebraska. This provision shall survive termination of the Agreement.

**PRIVACY AND SECURITY:** Data collected and stored by FACTS pursuant to this Agreement is governed by the Institution's privacy policy. This data will not be used by FACTS in any manner not approved by the Institution unless required by law (for example, a court order or subpoena). Access to the data shall be restricted to authorized associates and shall be used only for the purposes of providing service to you or the Institution. FACTS maintains physical, procedural, and electronic safeguards to protect data from being accessed by unauthorized third parties. FACTS privacy policy will govern use of your information only in the event that you request additional services directly from FACTS or its affiliates.

**SPECIAL NOTE REGARDING FINANCIAL AID:** Please do not assume your balance will automatically be adjusted if you receive financial aid or a class or service is added or dropped. You should review your Agreement balance online or contact your Institution.

**PEACE OF MIND (POM):** If, as the person who has submitted this FACTS Agreement, you have selected the "Yes" box enrolling you in the Peace of Mind (POM) Benefit, this will serve as your Certificate of Insurance. (NOTE: If you choose a one-payment option, you are not eligible for POM.) The FACTS Peace of Mind (POM) Benefit pays the remaining unpaid balance of the Agreement up to a Maximum Benefit Amount of \$30,000 and is subject to the conditions listed below:

1. The Maximum Benefit Amount applies to each FACTS Payment Agreement. Payment is initiated upon death of the covered person. Covered person means the person who has signed the FACTS Payment Agreement, or that person's legal spouse. The covered person must be under the age of 70 on the later of the day insurance is elected or the FACTS Payment Agreement is signed. Electronic signatures are allowed.
2. The amount of Benefit payable is limited to the outstanding balance owed to the student(s)' educational institution, as budgeted through FACTS, up to the Maximum Benefit Amount. Amounts owed for non-budget expenses (incidental expenses) are not covered. Payments in arrears, if any, are not covered. The Benefit is payable directly to the institution specified on the Payment Agreement.
3. The coverage effective date is the date on which the FACTS Payment Agreement is executed by the covered person. The nonrefundable POM fee must be received by FACTS in order to process a claim. Coverage ends on the due date of the last scheduled FACTS payment.
4. Proof of Loss is required to obtain this Benefit. A certified copy of the death certificate, indicating cause of death, must be provided to FACTS. Coverage provided by Mutual of Omaha's United of Omaha Life Insurance Company, Omaha, NE.