



FACTS provides flexible payment plan options to families. Families can budget their tuition, making child care more accessible and affordable. Our process is simple, convenient, and secure.

FACTS offers families the option of an automated monthly payment plan for your child care payment. FACTS is free, is not a loan, so there is no credit check or interest charges, and there is no penalty for pre-payment.

Some of the benefits in enrolling in the FACTS plan include:

1. Payment Dates: You may choose either the 1st, 15th or 20th of each month as your payment date.
2. Convenience & Security: Automatic payments can be made from a checking or savings account or from a variety of credit cards. Along with multiple payment options, your payments are processed securely through a bank to bank transaction.
3. Consumer Account: You may check your personal account or make payments online from the convenience of your home or office anytime.

To set up your FACTS agreement, visit your school's website and locate the FACTS link, or go to:

<https://online.factsmgt.com/signin/3H10X> and select the Daycare Plan.

FACTS CONFIRMATION NOTICE

Once your information is received and processed by FACTS, you will receive a 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/Security-Compliance](https://factsmgt.com/Security-Compliance).
- **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 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 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, log in to your FACTS account at Online.FACTSmgt.com. Customer Care Representatives are also available to assist you 24/7.**