

## Frequently Asked Questions About FACTS

### 1. When and what time will the funds be withdrawn from my bank account?

FACTS specifies the date each payment will occur, but it is your financial institution that determines the time of day the payment is debited. 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.

### 2. How will I be notified of my payment information?

Once your agreement is posted to the FACTS system, you will receive a confirmation notification of your payment amount by e-mail or letter. Payments will be processed until the total balance is paid in full. The notification has important information you **must** have to log on to My FACTS Account. The notification also serves as a reminder that a **\$25.00 per semester nonrefundable FACTS Enrollment Fee** will be processed from the account indicated on the agreement.

### 3. Can I pay by phone with FACTS?

In accordance with the Terms & Conditions of your FACTS agreement, payments are processed electronically. FACTS does not accept payments by phone.

### 4. What if I receive financial aid or drop/add classes?

Please do not assume your balance will automatically be adjusted if financial aid is received or a class is dropped or added. You should review your agreement balance online through My FACTS Account or call the Main Campus Cashier's Office to confirm the change.



(800) 609-8056 • info@factsmgt.com

FACTS customer service representatives are available Monday through Thursday, 7:30 am to 7:00 pm (CT), and Friday, 7:30 am to 5:00 pm.

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## Henderson Community College

2660 South Green Street  
Henderson, KY 42420  
(270) 827-1867



## INTEREST-FREE MONTHLY PAYMENT PLAN

FACTS MANAGEMENT CO.

www.factsmgt.com • 800-609-8056  
PO Box 67067 - Lincoln, NE 68506

## INFORMATION ON RETURNED PAYMENTS

Should an automatic bank payment or credit card payment be returned, a \$25.00 FACTS Returned Payment Fee will be automatically assessed to your account. You will be notified by FACTS of the returned payment via mail or e-mail.

## College Expenses, What's Your Plan?

Paying for the rising costs of a college education is a concern for nearly every student and family. The fact is, few of us have the resources to simply write a check for the full cost of tuition each semester. So how are you meeting your costs? What's your plan? Do you have one?

Having a solid plan for covering the cost of college is an important step toward graduation. Henderson Community College is pleased to enlist the services of FACTS to make the process easier for you.

This brochure outlines payment solutions brought to you by FACTS Management Company, the leading tuition payment plan provider in the industry. Working together, Henderson Community College and FACTS will provide you with sensible strategies for covering the rising costs of college.

## Here is a Proven Plan

To help you meet your educational expenses, Henderson Community College is proud to offer FACTS as a convenient budget plan. This is not a loan program. You have no debt, there are no interest or finance charges assessed, and there is no credit check. The cost to budget your interest-free monthly payment plan is a \$25 per semester nonrefundable FACTS Enrollment Fee. You may budget your tuition and fees in the following ways:

A. **Automatic Bank Payment (ACH)**—ACH payments are those payments you have authorized FACTS to process directly with your financial institution. It is simply a bank-to-bank transfer of funds that you have preapproved for your expenses at Henderson Community College. Payments may be made from either your checking or savings account. Payments are processed on the 20th of each month and will continue until the balance is paid in full.

B. **Credit Card Option**—Paying with your credit card gives you the option of taking advantage of various bonus programs offered by your credit card company. Your monthly payment will be automatically charged to the credit card you designate. Payments will be charged on the 20th of each month until the balance is paid in full.

## Tips for Completing the FACTS Agreement

The Responsible Party listed in Section 2 on the FACTS agreement must be an authorized signer on the account provided in Section 3 and **must** be the person signing the agreement form. **If these three (3) pieces of information do not match, processing of your agreement will be delayed and Henderson Community College will be notified.**

To protect their privacy, the Responsible Party needs to create their own unique FACTS Access Code. The access code is like a password or PIN, **must** be 4-10 characters long, and should be easy to remember. (If an access code is not provided on the agreement, one will be randomly generated and included in the FACTS Confirmation Notification.) You must provide the FACTS Access Code and the FACTS agreement number when making inquiries about your FACTS agreement, whether online or by phone.

If an Additional Authorized Party is provided on the FACTS agreement, be sure to list the person's full name. The Additional Authorized Party is also required to provide the FACTS agreement number and FACTS Access Code when inquiring about your FACTS agreement.

Please be sure that all sections of the agreement are complete. If you do not have all the information you need to complete the agreement, such as the Student ID Number or the amount you need to budget, please contact the Henderson Community College Business Office at (270) 831-9622 for additional help. Please verify that the attached banking documentation matches the banking information provided on the agreement.

**IMPORTANT!** Call FACTS at (800) 609-8056 to make any changes to your address, phone, or banking information. If you have questions regarding your FACTS agreement, please contact FACTS directly or view your agreement online through My FACTS Account. To access My FACTS Account, follow the instructions located on the FACTS Confirmation Notification or e-mail. If you have questions regarding your financial aid award or tuition balance, please call the Henderson Community College Business Office at (270) 831-9622.

## FACTS Program Enrollment Deadlines

### FALL 2005

<u>Deadline for Paper Agreement</u>	<u>Required Down Payment</u>	<u>Number of Payments</u>	<u>Months of Payments</u>
June 23	none	4	July–Oct
July 27	25%	3	Aug–Oct
Aug 12	50%	2	Sept & Oct

### SPRING 2006

<u>Deadline for Paper Agreement</u>	<u>Required Down Payment</u>	<u>Number of Payments</u>	<u>Months of Payments</u>
Nov 23	none	4	Dec–Mar
Dec 23	25%	3	Jan–Mar
Jan 11	50%	2	Feb & Mar

*The FACTS agreement must be completed and signed at the time of registration.*

## Down Payment

If you select a payment schedule requiring a down payment, please make your down payment check payable to Henderson Community College. Do not send a check to FACTS for your down payment.

*KCTCS is an equal opportunity employer and education institution.*

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