



Our Partnership with FACTS

Dear Parents,

At **Eagle Heights**, 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 be partnering with FACTS Management Company to help manage our tuition payments for the 2010-2011 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

Equal payments will be automatically deducted from a designated checking or savings account on your choice of the **5th or 20th** of the 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.

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. Go to: <http://www.eagle-heights.org> and find the FACTS logo.

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.
- Student ID information provided by the school.

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 you submit your agreement.

If you have questions about enrolling in FACTS please contact the business office. You may also contact FACTS directly (866) 441-4637 or view your agreement online at <https://online.factsmgmt.com>.

You can log on with your username and password. FACTS customer service representatives are available

Monday - Thursday, 7:30 am to 7:00 pm (CT), and Friday, 7:30 am to 5:00 pm.

Frequently Asked Questions

1. When and what time will the funds for my payment plan be withdrawn from my bank account? While FACTS transacts each payment on the specified date (ex: 5th or 20th), it is your financial institution that determines the time of day the payment is debited. FACTS recommends checking 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 transacted the following business day.

2. 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.

3. What happens if FACTS attempts to process my payment and there are not enough funds in my account? Should an automatic bank payment be returned, a \$25.00 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 5th of the month, a reattempt will occur on the 20th; for payment scheduled for the 20th, a reattempt will occur on the 5th of the following month.

We Look Forward to Serving You Better!

Eagle Heights looks forward to our partnership with FACTS and the efficiency and technology it brings to our school. Should you have any questions regarding this plan, please contact the business office at 281-485-6330, ext. 107 or FACTS at 866-441-4637.