



FACTS Tuition Management – 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 When and what time will the funds for my payment plan be withdrawn from my bank account?** While FACTS transacts each payment on the specified date (ex: 1st of the month), it is your financial institution that determines the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 or credit card payment be returned, a \$30.00 Facts Fee will be automatically assessed to your account. You will be notified by FACTS of the returned payment via mail or e-mail. Regularly scheduled automatic payments will be rescheduled approximately 15 calendar days after the initial attempt. If the payment fails to go through on the second attempt, a late fee of \$40 will be assessed by Cornerstone Christian Academy.

Any changes to your payment due date or payment amount must be approved by CCA's Accounts Director Kara Martin at least two business days prior to payment due date.