

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 When and what time will the funds be withdrawn from my bank account?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 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 is the FACTS Access Code?

To help protect your privacy, FACTS asks the person responsible for the payments to create an access code. If you should call into FACTS inquiring about your FACTS agreement or inquire online through My FACTS Account, you will be required to verify your FACTS Access Code. If you do not create an access code on your FACTS agreement, one will be randomly assigned to you. *Your FACTS Access Code will be identified on your FACTS Confirmation Notification. Please remember to keep a copy of your confirmation notification.*

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 University of Arkansas at Monticello Cashier's Office at (870) 460-1043.



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.

4A_Conv_EC_FPy_Sem_Q&A Revised 4-6-2005



**University of Arkansas
at Monticello**

**P.O. Box 3597, Monticello, AR 71656
(870) 460-1043**

**e-mail: cashiers@uamont.edu
www.uamont.edu**

**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. The University of Monticello 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, the University of Monticello 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, the University of Monticello 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 the University of Monticello. Payments may be made from either your checking or savings account. Payments are processed on the 5th 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 any bonus programs that may be offered by your credit card company. If you elect to use this option, your monthly payment, along with a convenience fee, will be automatically charged to the credit card you designate. *The convenience fee is in addition to the nonrefundable FACTS Enrollment Fee.* Payments will be charged on the 5th of each month until the balance is paid in full. Payments are processed by American Card Services, Inc.

Convenient Online Enrollment

Enroll in the FACTS Payment Plan online at www.uamont.edu and follow the instructions. Be sure to have the following information:

- Student's PIN Number and Student ID Number.
- The name, address, and e-mail address of the person responsible for making the payments.
- To protect your privacy, you will need to create your own unique FACTS Access Code. Please be sure it is something you can easily remember.
- Account information for the person responsible for payment.
 - If paying by automatic bank payments, you will need the bank name, telephone number, account number, and the bank routing number. Most of this information is located on your check.
 - If paying by credit card, you will need the credit card number and expiration date.

SAVE TIME...PAY ONLINE

www.uamont.edu

Enrolling online is simple, secure, and easy. Connect to the e-Cashier Web site through www.uamont.edu. Click on the e-Cashier logo. The payment plan can accommodate down payments and monthly payments.

Before you click the Submit button, please carefully read through the Final Review and the Terms and Conditions. An immediate e-mail will be sent (if an e-mail address was provided for the person responsible for payment) confirming enrollment through e-Cashier.

Down and Full Payment Options

Down or full payments are deducted **immediately** from the account provided on the agreement. If the payment fails for any reason, the agreement is terminated and notification is sent to the person responsible for payment. A \$2.00 nonrefundable FACTS Enrollment Fee will be assessed for full payments.

FACTS Program Enrollment Deadlines

FALL 2005

Enrollment on e-Cashier is available beginning April 5.

<u>Last Day to Submit Online</u>	<u>Required Down Payment</u>	<u>Number of Payments</u>	<u>Months of Payments</u>
Apr 22	none	6	May–Oct
May 23	none	5	June–Oct
June 21	none	4	July–Oct
July 25	25%	3	Aug–Oct
Aug 23	50%	2	Sept & Oct

Full payments may be made on e-Cashier through August 30.

SPRING 2006

Enrollment on e-Cashier is available beginning October 31.

<u>Last Day to Submit Online</u>	<u>Required Down Payment</u>	<u>Number of Payments</u>	<u>Months of Payments</u>
Nov 21	10%	5	Dec–Apr
Dec 21	25%	4	Jan–Apr
Jan 18	50%	3	Feb–Apr

Full payments may be made on e-Cashier through January 18.

E-CASHIER AVAILABILITY

Availability of e-Cashier is determined by the University of Arkansas at Monticello. Please be aware the University of Arkansas at Monticello may elect to not have e-Cashier available during specific times and dates during registration.

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 University of Arkansas at Monticello Cashier's Office at (870) 460-1043 to confirm the change.