

HGCS FACTS Payment & Delinquency Guidelines

- 1. FACTS Payment Plans:** All HGCS families will be given the opportunity to make monthly or bi-weekly payments by registering with FACTS Management Program. Parents new to HGCS will be directed to the school's website regarding the procedure after notification of acceptance has been received from the Admissions Department. A payment plan must be selected prior to the first day of a student's attendance. Payment plans will draft on the 2nd or 16th of each month from a checking account, savings account or by credit card. As a courtesy, a few days prior to each draft, FACTS will send a reminder.
- 2.** FACTS registrations will not be necessary for parents planning to make payment in full for all yearly charges, please contact the HGCS Finance Department and make payment directly to HGCS.
- 3. Changes to Drafts:** If changes to draft dates are needed after the initial set-up has taken place, please contact the HGCS finance department. All requests must be received in writing and sent to the HGCS finance department, e-mails may be sent to sandrasmith@HGBC.org.
- 4.** The following guidelines will be followed once a request has been received in writing:
 - Parents may request (1) change to a draft date, such as from the 2nd to the 16th/ 16th to the 2nd or changing between once per month to twice per month or the reverse during the timeframe of September 1st - December 31st for the current school year.
 - In order for a change to be considered, payments must be current.
 - The new changes will not take effect until the month following the request.
 - Additional requests for change will result in a \$50.00 fee being added to the FACTS account.
 - As a reminder, all parents have an opportunity to make changes without penalty during the yearly reenrollment for the following school term.
- 5.** Between the months of Jan. 1st - May 16th no changes will be permitted for the current school year.
- 6. Delinquent Payments:**
 - If the initial or 1st attempt fails and returns for non-sufficient funds, FACTS will notify the parents by e-mail of the delinquency and the automatic reschedule date.
 - FACTS will assess a \$30.00 return fee that will draft within (7) days.
 - The original draft will then reattempt (1) time, occurring 14 days after the 1st attempt.
 - If the re-attempt fails, the charge will be moved to an unresolved status (FACTS will no longer make draft attempts for the failed payment).
 - An additional \$30.00 return fee will be assessed by FACTS and draft within 7 days.
 - Return fee charges that return as non-sufficient will also reattempt (1) time. All return fee charges must either draft as scheduled or be paid directly to FACTS on-line. Please contact **FACTS 866.441.4637**.
 - If an account goes into an unresolved status, parents will be given (2) business days to contact the HGCS Finance Department to either make a payment or arrangements suitable to the finance department. Communication may be made by phone 704-566-7518 or email to sandrasmith@hgbc.org.
- 7.** If payment arrangements for unresolved charges are not fulfilled, the following procedure will be followed:
 - Parent will be notified and student(s) will be withdrawn from current school year.
 - Re-enrollment application(s) will be pulled by Admissions Office if already accepted between January and May.

8. If a delinquency occurs at year-end, the student will not be allowed to re-enroll for the following school year.
9. If an account has been cleared within the time constraints stated, the student may remain and re-enroll for the following school year.
10. Accounts that become delinquent a second time during a school year will be permitted (1) reattempt, if the reattempt is not successful, the parents will be notified and withdrawal of the student will take place. Re-enrollment for the following school year will be denied and re-entry will not be considered.
11. If a student is withdrawn from HGCS due to financial delinquency; all grades, test scores, report cards, transcripts and cumulative records will be held until the account has been paid and cleared by the finance department.
12. **Making Advance Payments or Past due Payments:** Parents may make payments in advance or for past due drafts by logging onto <https://online.factsmgt.com> and entering the user name and password. Simply click on Make a Payment and apply the payment toward a specific draft date or to all remaining payments. FACTS will automatically recalculate all remaining drafts. Payments made online with FACTS, may occur at any time during the year and for any amount. *Note: Payments applied to a specific draft date must be entered a minimum of two business days prior to the draft.

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