

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 When and what time will the funds be withdrawn from my bank account?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

### 3. What is the 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) 380-8571 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 call the Office of Financial Aid at (318) 274-6056. For questions concerning your tuition balance, please call the Grambling State University Student Accounts Office at (318) 274-2669. For more information about Nelnet student loan products and services call (800) 397-9182 or visit [www.nelnet.net](http://www.nelnet.net).

FACTS Management Company is committed to enhancing the financial stability and affordability of educational institutions. This goal is accomplished by providing various financial services including low-cost payment options for families and students, and state-of-the-art information management technology. The leading organization in the industry, FACTS works with more than 3,000 educational institutions and more than 500,000 families each year, helping to bring quality educational opportunities to individuals nationwide. Contact FACTS at (800) 397-9182 or [info@factsmgt.com](mailto:info@factsmgt.com).

## 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.



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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INTEREST-FREE  
MONTHLY PAYMENT PLAN

FACTS MANAGEMENT CO.

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## 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. Grambling State University is pleased to enlist the services of Nelnet and FACTS to make the process easier for you.

This brochure outlines payment solutions brought to you by Nelnet, leading the nation in innovative tuition payment solutions, and FACTS Management Company, the leading tuition payment plan provider in the industry. Working together, Nelnet 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, Grambling State University is proud to offer the Nelnet Tuition Payment Plan Program administered by 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 \$25.00 per semester nonrefundable 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 Grambling State University. 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. Your monthly payment will be automatically charged to the credit card you designate. Payments will be charged on the 5th of each month until the balance is paid in full.

## Convenient Online Enrollment

Enroll in the Nelnet Tuition Payment Program administered by FACTS online at [www.gram.edu](http://www.gram.edu) and follow the instructions. Be sure to have the following information:

- Student ID as assigned by Grambling State University.
- 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 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.gram.edu](http://www.gram.edu)

**Enrolling online is simple, secure, and easy. Connect to the e-Cashier Web site through [www.gram.edu](http://www.gram.edu). 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 Payment Options

Down 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.

## FACTS Program Enrollment Deadlines

### SUMMER 2006 SESSION I

<u>Last Day to Submit Online</u>	<u>Required Down Payment</u>	<u>Number of Payments</u>	<u>Months of Payments</u>
Mar 23	33%	3	Apr–June
Apr 24	50%	2	May & June
May 22	75%	1	June only

### SUMMER 2006 SESSION II

<u>Last Day to Submit Online</u>	<u>Required Down Payment</u>	<u>Number of Payments</u>	<u>Months of Payments</u>
April 24	33%	3	May–July
May 22	50%	2	June & July
June 21	75%	1	July only

### FALL 2006

<u>Last Day to Submit Online</u>	<u>Required Down Payment</u>	<u>Number of Payments</u>	<u>Months of Payments</u>
May 22	none	5	June–Oct
June 21	15%	4	July–Oct
July 25	30%	3	Aug–Oct
Aug 22	50%	2	Sept & Oct

### SPRING 2007

<u>Last Day to Submit Online</u>	<u>Required Down Payment</u>	<u>Number of Payments</u>	<u>Months of Payments</u>
Nov 21	none	4	Dec–Mar
Dec 21	25%	3	Jan–Mar
Jan 19	50%	2	Feb & Mar

### E-CASHIER AVAILABILITY

**Availability of e-Cashier is determined by Grambling State University. Please be aware Grambling State University may elect to not have e-Cashier available during specific times and dates during registration.**