

FACTS provides flexible payment plan options to families at private and faith-based schools. Families can budget their tuition, making private school more accessible and affordable. Our process is simple, convenient, and secure.

To set up your YESHIVAS OHR REUVEN FACTS agreement: <https://online.factsmgt.com/signin/3G52Q>

#### FACTS CONFIRMATION NOTICE

Once your information is received and processed by FACTS, you will receive a confirmation notice. This notice will confirm your payment plan information. Please check this information for accuracy, and contact your school or FACTS with any discrepancies.

#### FACTS CUSTOMER SERVICE

We are committed to doing all we can to provide you with the highest quality customer service in the industry. Whether you want to view your account online or speak with one of our highly trained customer service representatives, FACTS is dedicated to serving you. To view your payment plan details, log in to your FACTS account at [Online.FACTSmgt.com](https://Online.FACTSmgt.com). Customer Care Representatives are also available to assist you 24/7.

[Online.FACTSmgt.com](https://Online.FACTSmgt.com)



#### Frequently Asked Questions

- **Is my information secure?** Yes. Personal information, including payment info, is protected with the highest security standards in the industry. For more information on security, visit [FACTSmgt.com/Security-Compliance](https://FACTSmgt.com/Security-Compliance).
- **When will my payments be due?** Your payment schedule is set by your school, and your financial institution will decide the time of day your payments are processed.
- **Is there a fee for the payments to be processed via FACTS?** If you set up your account with a checking account, there is no charge for ACH. There is a processing fee for credit and debit transactions. More details are online when you are setting up your account.
- **When will my payments be due?** Your payment schedule is set by your school, and your financial institution will decide the time of day your payments are processed.
- **What happens if a payment is returned?** Returned payments may be subject to a FACTS returned payment fee. Watch for a returned payment notice for additional information.
- **How do I make changes once my agreement is on the FACTS system?** Changes to your address, phone number, email address, or banking information can be made at [Online.FACTSmgt.com](https://Online.FACTSmgt.com) or by contacting your school or FACTS. **Any changes to payment dates or amounts need to be approved by the school and the school will then need to notify FACTS.**

#### For those anticipating sending in alternative payments to be posted to FACTS, please review the following:

Alternative payments should be received by the Yeshiva's Business Office 5 days (when the Yeshiva's business office is open, M-Fri, per the Yeshiva Ketana's calendar), before the FACTS scheduled payment date. If the alternative payment is not received in time, the scheduled FACTS payment may be processed. Please reach out to [businessoffice@ohrreuen.com](mailto:businessoffice@ohrreuen.com) if, at any point, you have concerns about your payment schedule. Per their banking guidelines, FACTS payments may go into "holding" up to two standard business days prior to a scheduled payment date. Once that happens, even though it hasn't yet been processed, there is no way for the business office - or for FACTS - to make any changes to that payment. If an alternative payment comes in late, we will continue to try our best to post it to FACTS in time, but the reason for this policy is to help avoid delays which may cause things to run into that time frame when a payment is no longer possible for yeshiva or FACTS to cancel or postpone.