



November 2010

Dear School Partner,

I am writing to inform you of changes we will be making when a payment of tuition or fees is returned by the bank or credit processor. These changes will be implemented for the 2011-2012 school year.

A returned payment fee is assessed when a family misses a payment through our automatic bank draft or a check is returned by the bank. For those returned payments, we submit a request for a returned payment fee through the banking system. In the past, we attempted this returned payment fee up to three times until it was either collected or handled in some other way. At the same time, the bank usually assesses an overdraft charge to the family.

In recent months, with the financial stress experienced by any of the families across the country, we realized that requesting the returned payment fee more than one time was causing a problem for already financially stressed families. Banks were charging families additional fees each time the FACTS returned payment fee was requested and subsequently missed. Therefore, beginning with the 2011-2012 school year, we will change our practice and only attempt a returned payment fee one time.

Over the years that FACTS has served schools, we have maintained our returned payment fee at the same level. However, limiting the number of times we request that fee will have an impact on our ability to collect funds to pay for the returned payment process. For this reason, beginning with the 2011-2012 school year the FACTS returned payment fee will be increased to \$30 for any returns including automatic bank drafts and checks.

Our primary goal is to collect the tuition and fees due to your school, and through that process help families afford a quality education. We feel this change in our process, to request the returned payment fee only once, will help us reach that goal. Should you have any questions related to this modification of our process, please contact your school's Account Manager.

Sincerely,

A handwritten signature in black ink that reads "Rob Barie". The signature is written in a cursive, flowing style.

Rob Barie
Senior Vice President
FACTS Operations

P.S. Remember, this change will take effect for the 2011-2012 school year. Please discard any materials including paper agreements or other forms you may have on hand. We will provide new materials for the next school year.