

# Fast FACTS: Fast FACTS:

- ❖ An assessment can be completed in 72 hours for families who apply online and fax their tax documents to FACTS at 1-866-315-9264.
- ❖ We take parent calls! Customer Care Representatives are available at 1-866-315-9262 Monday – Thursday 10:00 AM to 7:00 PM Central Standard time and Friday 10:00 AM to 5:00 PM Central Standard time to assist families with their application.
- ❖ Families can check the status of their application online at [www.factstuitionaid.com](http://www.factstuitionaid.com) with their existing username and password from completing the online application. Paper applicants can use the FACTS Access code from their confirmation letter to set up a username and password to check the status of their application.
- ❖ Families who provide an email address in their application will receive email notifications, if problems exist with their application. If the email rejects, a paper notice is issued. FACTS sends a total of 3 notices to families when problems exist with their application. The 3<sup>rd</sup> notice is always sent by mail in the event that the prior notices have been filtered as junk email.