



ONLINE TUITION PAYMENT FAQ Page for Parents

We are pleased your child's school is working with Diamond Mind to enable online tuition payments. We hope this information answers questions you may have about our role and helps you get started with the online tuition payment process.

WHO IS DIAMOND MIND?

Diamond Mind is the nation's leading service provider of digital payment solutions for K-12 independent schools. We work with 1,200+ schools nationwide and process over \$2B annually.

IF I HAVE A QUESTION ABOUT A PAYMENT, DO I CALL MY SCHOOL OR DIAMOND MIND?

Diamond Mind provides a method for your payment and processes that payment, but it does not oversee the management of student accounts. Your school is still the main contact for billing questions. You will have access to your tuition payment history online, but if a question remains, it's recommended that your first point of contact be your school's business office.

WHAT IS A PAYMENT SERVICE PROVIDER AND WHY DOES MY SCHOOL USE ONE?

When payments are accepted electronically, a service provider is required. Every school that accepts electronic payments and credit cards needs a provider, whether that is a bank or a vendor such as PayPal. Your school has chosen Diamond Mind, in part, because we work exclusively with independent schools. We simplify the acceptance, processing, and reconciling of payments.

ARE YOU LIKE FACTS?

Not really. Diamond Mind is not a tuition management company. Management companies are contracted by schools to outsource all aspects of tuition acceptance: billing, payment plans, payment acceptance and, if necessary, collection. Diamond Mind enables schools to maintain control over these steps so that schools can provide payment flexibility, receive payments directly, and maintain a closer family/school relationship.

IS MY ONLINE PAYMENT SECURE?

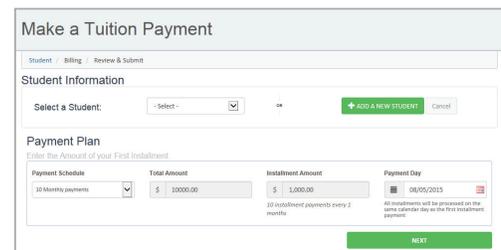
Yes! Diamond Mind is certified to be fully PCI (Payment Card Industry) compliant and adheres to the highest payment card industry data security standard.

WHY SHOULD I MAKE A TUITION PAYMENT ONLINE?

Convenience isn't the only reason. Payment status will be easy to confirm and you'll have increased payment security. You and the school will immediately receive a payment receipt and have immediate online access to your tuition payment history.

WHEN I'M READY TO MAKE A TUITION PAYMENT ONLINE, HOW DO I DO THAT?

You will find the payment portal directly on your school's website, and it is customized depending in part on whether your school offers payment plans. If so, your first step will be to register. The next steps are easy and intuitive, and will look something like this:



The screenshot shows a web form titled "Make a Tuition Payment" with a breadcrumb trail: Student / Billing / Review & Submit. The form is divided into two main sections: "Student Information" and "Payment Plan".

Student Information: Includes a "Select a Student:" dropdown menu with a "v" icon, a "+*" icon, and a green button labeled "ADD A NEW STUDENT" with a "Cancel" link.

Payment Plan: Includes a sub-header "Enter the Amount of your First Installment". It features a table with the following data:

Payment Schedule	Total Amount	Installment Amount	Payment Day
10 Monthly payments	\$ 10,000.00	\$ 1,000.00	06/05/2015

Below the table, there is a note: "10 installment payments every 2 months". A green "NEXT" button is located at the bottom right of the form. A small disclaimer at the bottom right states: "All transactions will be processed on the same calendar day as the first installment payment."

You will enter the name of the student for whom you are making a payment, and as you move forward, you will enter information such as the payment method you choose. When the payment is complete, you will receive an automated receipt. No more handwritten entries in your checkbook!

IS THERE A PAYMENT APP AVAILABLE FOR MY PHONE OR TABLET? Not at this time.

IS THERE A FEE TO USE THE PAYMENT PORTAL?

Some schools offset minor processing costs associated with accepting electronic payments. If this is the case with your school, any fees will be clearly displayed and you will proactively "opt in" by checking a box to accept your school's terms.