

## About Edstart Plus

Information about managing your school fees with Edstart Plus

### **Edstart Plus is a school fee management service to help improve the fee payment experience for families**

- ✓ More flexibility and choice for your school fees
- ✓ Free for families to use - no fees or charges
- ✓ Dedicated support to families from our local Customer Success team



#### How do I get started with Edstart Plus?

Set up your Edstart Plus account by visiting our dedicated website for your school ([edstart.com.au/htsunbury](https://edstart.com.au/htsunbury)).

After submitting your details, the Edstart team will contact you to finalise the set up of your account.

#### What are my payment options?

You can choose the payment option that best fits your budget by selecting your preferred payment method and schedule. You can adjust your payments at any time if there are changes to your budget.

#### What are the costs of using Edstart Plus?

As part of our arrangement with your school, there are no fees or charges for using Edstart Plus for your fee payments.

#### What happens if I want to change my payments?

Simply contact us and we'll adjust your payments based on your preference. There are no fees or charges for implementing these changes.

#### Is Edstart Plus a loan or credit?

Edstart Plus is a solution for your school fee expenses and your payment to Edstart is exactly what you would normally pay to the school. It is not classified as a loan or credit, and no enquiry or account is added to your credit file.

#### Is the school receiving financial incentives to promote Edstart?

No. Your school has engaged Edstart as a partner to provide parents with as much flexibility with their school fees as possible. Your school is absorbing all transaction fees to make this possible.



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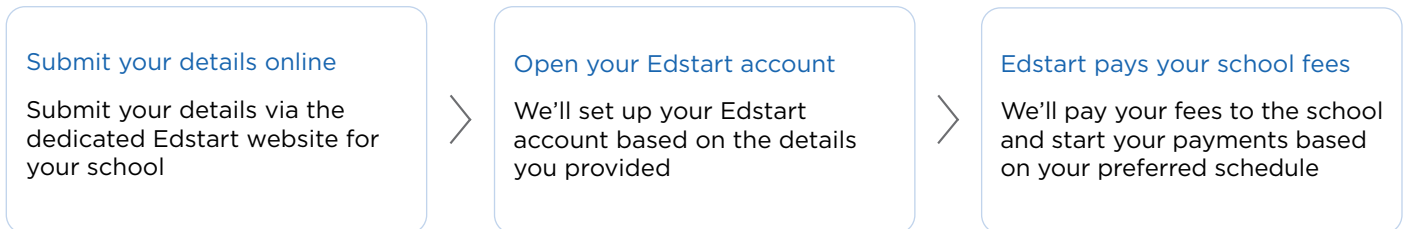


[contact@edstart.com.au](mailto:contact@edstart.com.au)



[edstart.com.au/htsunbury](https://edstart.com.au/htsunbury)

## What does the fee payment process look like?



## Do I need to verify my identification during the setup process?

As Edstart's payment service is regulated by ASIC, we are required by law to verify your identity before setting up your account by cross-referencing the details on your credit report. This will not impact your credit file or your credit rating. Alternatively, you can provide your Driver Licence or Passport to complete this process.

## Will my credit profile be impacted?

Edstart Plus is not classified as a loan, credit or borrowing facility. You have the option to provide Edstart with authority to access your credit report during the setup process for the purpose of verifying your identity as required by law. This will not impact your credit rating and no enquiry or account is added to your credit file when using Edstart Plus.

## Can I use Edstart Plus if I have a complex payment arrangement (e.g. separated family)?

Yes. Edstart can accommodate any payment arrangements needed to suit each family's situation.

## What happens if I can't make my payments with Edstart?

Edstart understands that sometimes there will be occasions where you need some flexibility with your payments. They will work with you if the need arises to help you get back on track. The school also works closely with Edstart so we can provide support in difficult times.

## Can I reduce my payments by extending my fees over a longer period?

For families that have other children attending high school, we offer Edstart Extend - a separate product where you can reduce your annual payments by spreading them over a longer period. Please contact us if you would like to explore this option. Note that fees and interest charges are applicable when using Edstart Extend.

## Can I still talk to your school about my fees?

Of course, you're welcome to speak to your school about your fees at any time.

## Why is your school using Edstart?

Your school has partnered with Edstart to streamline the fee payment experience and provide as much flexibility to families as possible. You have a range of payment options available free of charge. This means your school can focus on providing their educational and pastoral care objectives.