

## Parent FAQs

We know that our partner schools are often asked many questions about Edstart. We've collated some of the most common questions below with some guidance of how to best answer.

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

There are no fees or charges for using Edstart Plus for your school fees. Once your account has been set up, simply forward your school invoice to Edstart each term and they will organise payment to the school.

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

Edstart Plus is a plan 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 Edstart regulated by the Government?**

Edstart holds a credit licence issued by ASIC and maintains full compliance with all regulatory requirements.

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

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

### **When can I start setting up my Edstart Plus account?**

You can set up your account prior to receiving your first fee invoice or at any point during the year. After submitting your details, the Edstart team will contact you to finalise the set up of your account.

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

Edstart understands that sometimes there will be occasions where you need some flexibility with your repayments. 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 repayments by extending my fees over a longer period?**

If you wish to reduce your repayment amount you are able to apply for Edstart Extend, which is a separate product that allows you to spread your fees over a longer period (up to 5 years after your youngest child completes Year 12). Fees and interest charges apply.

### **Can I still talk to the school about my fees?**

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

### **Why is the school using Edstart?**

The school has partnered with Edstart so we can provide as much flexibility to families as possible. If you're unable to pay your fees upfront, you have a range of payment options available free of charge. This means we can focus on providing the educational and pastoral care objectives of our school.