
AUTO PAY FAQ:

Q: What types of payments are covered through AutoPay?

A: If you sign up for AutoPay, all of the charges posted to your account can be processed through AutoPay. These include tuition, costume fees, recital fees, workshop fees, etc.

Q: Is there a charge to sign up for AutoPay?

A: You will NOT be charged anything when you sign up for the service. You will only be charged when your first tuition payment is processed.

Q: What will it cost me to use the AutoPay feature?

A: A 3% convenience fee will be charged for using the AutoPay.

Q: What is a convenience fee?

A: A convenience fee is a charge that is added as a percentage of the total amount due. It covers the cost of having the financial exchange processed electronically through 3rd party merchants.

Q: What form of payment can I use for AutoPay & what are the convenience fees?

A: You can choose to sign up for AutoPay and use
1. A credit card OR
2. eCheck bank draft

Q: If I enroll in AutoPay for my monthly tuition payments, when will the money be drafted from my bank account or charged to my credit card?

A: MDM will automatically draft all tuition payments on the **5th of every month, with the exception of January, June and September**. On those three months, tuition will be automatically drafted on the 20th of the month.

Q: If I enroll in AutoPay, when will non-tuition payments be drafted?

A: All payments, other than tuition, will be processed **within 3 days of the posted due date**.

Q: What if my bank account has insufficient funds to cover the tuition?

A: There will a \$30 fee for any returned item.

Q: Can I change my method of payment in AutoPay after I enroll?

A: You will be able to update and change your payment method from your Parent Portal.

Q: What is the gateway merchant that MDM uses?

A: All credit cards are processed through Stripe and all eCheck bank drafts are processed through Authorize.net.