



FAQ Challenger Questions

What type of banking information is required? Acceptable forms of banking information are a pre-printed check or a letter from your bank on bank letterhead containing the following; a **bank employee signature**, the **account holders name and address, routing and account number** and **must state whether this account is checking or savings.**

What type of banking information is not accepted? Blank checks, starter checks, deposit slips, copies of a bank statement, prepaid, credit or debit cards. (Not a complete list)

Who are acceptable Draftees? Acceptable draftees are parents, grandparents and legal guardians of the child.

Can my child begin at anytime? Students may begin Challenger on the first Monday of the month, unless the first Monday is a holiday. There is a deadline for completed registration forms to be returned to the Central Office or Challenger Director. Directors are responsible for ensuring the program is adequately staffed. If staffing is not in place, your child may not be able to start on the first Monday of the month. You may have to wait until additional staff has been hired. Your School Challenger Director will keep you informed.

When can I change my banking information or withdraw my child from the program? Any changes must be submitted to the Challenger Site Director or Central Office the Wednesday prior to the Monday you would like the change to take effect.

Why when I withdrew my child do I have to fill out a new form D and EFT for them to return? Challenger must have a current start date and signature on file to be able to draft weekly payment. Once your child is withdrawn, banking information is shredded.

When will my bank account be drafted? The bank file is sent to our third party on the Friday before the Monday draft date. **Funds need to be in your account by the close of banking each Friday.** The funds will be electronically removed on the following Monday. Bank drafts occur every Monday during a 24 hour period. Your bank determines the time your draft will occur. The exception to a Monday draft is if it is a bank holiday and then the draft will occur on Tuesday, but the draft file will be sent on Friday and funds need to be in place on Fridays.

What if I do not have enough funds in my account to cover the charge? If your account returns because of insufficient funds or account closed, the processing company Challenger uses, CheckRedi, will contact you by phone as soon as they receive the returned draft. Your Challenger Site Director, as a courtesy, will give you a written notice with the steps and process to follow when contacting CheckRedi to pay your return. To avoid interrupted services, all returns must be paid to CheckRedi by noon Friday the same week of the occurrence. **If payment is not received by noon on Friday, your child may not attend Challenger the next week.**

What if I can't pay by noon Friday? Accounts that return on Monday and are not settled with CheckRedi by noon on Friday will be removed from the upcoming draft. If you owe CheckRedi for an NSF, we do not draft accounts with an outstanding debt owed to CheckRedi.

You will need to make other after-school care arrangements for the upcoming week. Once you pay CheckRedi, please write down the confirmation number CheckRedi provides. Call the Central Office and let the Challenger staff know you have settled with CheckRedi and provide the confirmation number and ask about making arrangements for your child to be returned to an active status and begin staying for Challenger.

Can my Challenger fee change? Yes, Challenger fees are based on your child's lunch status. Food Service will alert you of a change in lunch status. Food Service will also tell the Challenger director of the change. Once Challenger has received confirmation from Food Service that a change has occurred, your Challenger fee will change according to your child's lunch status from that point forward. Parents are in a position to expedite the change in their child's Challenger rate. Call the Central Office Challenger staff and notify them of the lunch status change.

Can I pay every two weeks or monthly in accordance with my paycheck? No, Challenger fees can only be drafted weekly.

Some parents found it helpful to have a banking account for only Challenger drafts. As long as you are depositing ahead of the draft, you have the option to deposit payments every two weeks or monthly whichever fits in accordance with your pay check. This would only work if you deposit ahead of the draft.

What are the Challenger Hours? Challenger hours are from 2:30 PM – 6:00 PM

Can my child be picked up from Challenger at any time? The earliest a student may be picked up from Challenger is 3:00 PM. Students that need to be picked up prior to 3:00 PM need to be dismissed as a car rider or walker and the parent needs to send a written note to the classroom teacher alerting the teacher there is a change in how the child is being dismissed.

The rationale for not dismissing from Challenger prior to 3:00 is to maintain a level of safety during school dismissal.

The regular school day dismissal begins at 2:30 PM. Schools are very busy dismissing bus riders, car riders as well as walkers and Challenger students. Teachers and staff are assigned to after-school dismissal duties and to have parents trying to pick up their children when so many children are in transition presents a safety concern for all children.

What happens if I am going to be late picking my child up from Challenger? To avoid being charged for late pickups, parents need to have a backup person they can call, when they are going to be late picking their child up from Challenger. This person needs to be listed as one of the designated people with permission to pick your child up from Challenger. Late fees are charged when a parent is late picking their child up. The fee is \$1.00 for each minute past 6:00 PM. The late pick up fee will be added to the weekly draft amount.

Is Challenger open on half days? No, Challenger is not open on half days. The weekly rate will adjust so accounts are not drafted for days Challenger is not open.

If Challenger closes due to inclement weather, the days parents have already paid will be credited back the following week.