

FREQUENTLY ASKED QUESTIONS

HOW DO MEMBERS RECEIVE INVOICES AND WHEN ARE THEY DUE?

Pi Beta Phi members receive and pay invoices through the [Greekbill online finance platform](#). Invoices are emailed to members on the first of each month and are typically due on the 20th of the month.

CAN AN INVOICE BE PAID BY WRITING A CHECK?

Yes. Please include the member's name and Greekbill member number on the memo line and mail the check to:

Greekbill, Inc.
PO Box 639550
Cincinnati, OH 45263

WHAT HAPPENS IF INVOICES ARE PAID LATE OR GO UNPAID?

Overdue or unpaid Greekbill accounts will accrue late fees, and members with past-due balances are placed on Automatic Financial Probation (AFP) and will have limited member privileges. Accounts with late balances after 60 days can be sent to pre-collections, and at 180 days past due accounts can be sent to a collections agency. When accounts become six months past due, members are dismissed from the Fraternity.

DO PI PHI CHAPTERS OFFER PAYMENT PLANS?

Pi Phi chapters will work with members in need of a payment plan; however, payment plans are an exception. Pi Phi members should notify and discuss payment plan options with the Alumnae Advisory Committee (AAC) Finance/Housing Advisor and the chapter's Finance/Housing Team.

CAN PI PHI MEMBERS BE ISSUED A REFUND?

In general, invoiced amounts are not refundable and cannot be waived. Please contact the chapter's AAC Finance/Housing Advisor.



DO MEMBERS WHO STUDY ABROAD HAVE A FINANCIAL OBLIGATION TO THEIR CHAPTERS?

Chapters still incur expenses while members study abroad, such as Panhellenic and Fraternity dues. Additionally, the housing contract remains a member's responsibility unless an acceptable replacement is found. Please review your housing contract carefully.

ARE PI PHI MEMBERS REQUIRED TO LIVE IN THE CHAPTER'S FACILITY IF THEY HAVE ONE?

Living with chapter sisters in a Pi Phi house is a once-in-a-lifetime opportunity and a special part of the Pi Phi member experience. Pi Phis are required to live in chapter facilities unless they receive approval from their AAC before making other living accommodations.

WHERE CAN I FIND AAC CONTACT INFORMATION?

Pi Phis can ask members of their Chapter Leadership Team for AAC contact information.

CAN A PARENT OR FAMILY MEMBER HAVE ACCESS TO A MEMBER'S GREEKBILL ACCOUNT?

Pi Phi members can create a Secondary User Account on their Greekbill account for a parent or family member. This account authorizes for parents and family members to view the member's finances and speak with Headquarters staff. Pi Phi protects members' privacy by requiring permission before speaking with family members about financial or membership issues.

DOES PI BETA PHI HEADQUARTERS ADDRESS FINANCIAL QUESTIONS?

Most financial questions will be addressed by the chapter's Finance/Housing Team or the AAC Finance/Housing Advisor. Pi Beta Phi Headquarters staff may be able to help if chapter officers and Advisors are not able to address your questions. Please note that chapter officers are not permitted to speak with parents and families. Fraternity officers and staff may only discuss a member's financial status if the member has created a Secondary User Account in Greekbill or signed a Member Information Release Form.

