FINANCIAL INFORMATION FOR
PI BETA PHI PARENTS AND FAMILIES
DEAR NEW MEMBER PARENTS AND FAMILIES,

We are very pleased your student joined Pi Beta Phi. The Fraternity offers a structured program of activities beneficial to the individual member, the chapter and the campus. We firmly believe it is our obligation to provide a values-based experience worthy of your student’s investment. As your New Member begins her experience, there are financial obligations she will need to fulfill, and we want to provide you the financial information being given to your student. There is a Finance/Housing Questions section adjacent to this message, and it represents the most commonly asked questions by New Members. We hope you find this information helpful. The local Alumnae Advisory Committee (AAC) Financial Advisor and chapter Vice President of Finance are available to answer questions throughout the New Member Education Program. Questions regarding your housing contract should be sent to your AAC or Vice President of Housing.

Pi Beta Phi is unable to share member financial information or contact information with parents and family members without the member’s written consent. So if you will be assisting, we encourage you to have your student set up a parent account in our billing system. There is more information on the financial program the Fraternity uses below.

In Pi Phi,
Grand Council

WHAT FINANCIAL PROGRAM DOES PI PHI USE?

Pi Beta Phi chapters invoice members through GreekBill, Inc. GreekBill is an online accounting service allowing members private access to their Pi Beta Phi financial accounts. All invoices are stored online for the duration of the collegiate membership. Invoices are electronically sent to members’ email accounts once a month and — most importantly — all payments are made directly to GreekBill either online or through the mail. In addition, New Members will need to set up a separate account for a parent, legal guardian or family members as a guarantor so they can make payments on their student’s behalf, review and sign housing contracts for which the parent, legal guardian or family member is a guarantor. Visit GreekBill online, www.greekbill.com.
Q: When will my student receive a chapter invoice?
A: Invoices are emailed to the member’s email address on the first day of each month.

Q: When does the invoice need to be paid?
A: Invoices are due by the 20th of each month or as indicated on the invoice.

Q: Can parents write a check for an invoice?
A: Yes. Please make sure to include the student’s name and GreekBill Member Number on the memo line and mail the check to GreekBill, Inc. P.O. Box 51888 Los Angeles California, 90051–6188.

Q: How are the dues/fees established?
A: Each chapter creates a budget for the fiscal year (July 1–June 30), and the budget is based on membership and planned events. Each member pays for a portion of the expenses.

Q: If a student studies abroad, do we owe any money to the chapter?
A: Yes. The chapter still incurs expenses while a member is studying abroad, such as Panhellenic and Fraternity dues. A housing contract remains the student’s responsibility unless a replacement is found. Please read the housing contract carefully.

Q: Does the chapter offer payment plans?
A: Yes. Please discuss payment plan options with the AAC Financial Advisor before the start of the term. We will work with our members — however, payment plans are an exception.

Q: What if my parents want to speak with the alumnae advisor about my finances?
A: As the Financial Responsibilities of Membership state, the member will need to set up a parental account on GreekBill to provide authorization for family members to speak to Fraternity officers. The alumnae advisors are more than happy to communicate with parents. However, our first obligation is to the member. We don’t want to violate personal privacy by speaking to a family member without permission.

Q: Once I have paid my invoice, is it refundable?
A: In general, invoiced amounts are not refundable nor can they be waived. Please speak with the AAC Financial Advisor with any questions.

Q: What happens if I don’t pay my invoice?
A: Accounts not paid by the 20th of the month will accrue late fees. 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 will be sent to pre-collections and at 180 days past due accounts will be sent to a collections agency. At six months past due, members are dismissed from the organization. For more information, please visit the Explanation of Costs page under the Friends and Family tab on the pibetaphi.org website.

Q: Where can I find the alumnae advisor contact information?
A: The Vice President of Finance or any chapter officer can provide that information. In addition, all AAC information is available on the Members-Only side of pibetaphi.org.

More FAQ on back cover.
Q: Can I just call Headquarters with questions?
A: Most financial questions will best be addressed by the chapter’s Vice President of Finance or the AAC Financial Advisor. In the event these individuals are not able to address your questions, you may contact Pi Beta Phi Headquarters. Please note, chapter officers are not permitted to speak with parents and Fraternity officers and staff may only share your student’s financial status with family members if a parent account in GreekBill is set up or a Member Information Release Form is signed.

Q: If the chapter has a chapter facility, does my student have to live in the chapter facility?
A: Members are required to live in the chapter facility unless they receive approval from the Alumnae Advisory Committee prior to making other living arrangements. This policy is outlined in the Financial and Housing Obligations of Membership.

Q: Why does the housing contract require a guarantor/cosigner?
A: For many students, a Pi Beta Phi housing contract may be one of the first binding legal documents they have signed. In order to help the student understand their responsibility as outlined in the housing contract, the Fraternity asks students review the contract with a parent or family member. In addition, the Fraternity requires a guarantor on all housing contracts to ensure the duties of the individual signing the contract are fulfilled, though the student signature is the binding agreement. Asking for a guarantor is a common practice for many leases and rental agreements.

GETTING STARTED IN GREEKBILL

Instructions for the New Member:

• New Members will receive an email from GreekBill with how to access the New Member account for the first time as well as information about using their GreekBill account.

• Go to: www.greekbill.com. Once on the website, the student can use the Account Logon section in the upper right hand corner to access their account.

• Once logged in, the student can create a new password. The student will then be taken to the account screen.

Payment Information
Credit card, debit card and e-check payments are accepted 24 hours a day online at www.greekbill.com. You can also call GreekBill at (800) 457–3816, Monday through Friday 7 a.m.–5 p.m. PST.
To pay by check, you may mail your payment to:
GreekBill, P.O. Box 51888
Los Angeles, California 90051