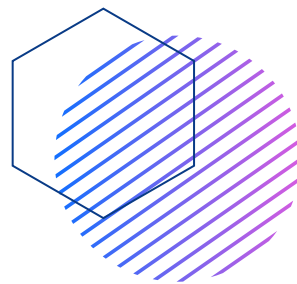


# Chapter FAQs + Answers



*Lino, your KA Order + Lumatic Partnership Liaison, can answer all your questions.*

**Q: What if our chapter is in a contract with another company?**

A: That is no problem at all. We are accustomed to dealing with similar situations. Lumatic offers a 100% contract-overlap discount that allows us to start working together now.

**Q: What if my school isn't allowing events this year?**

A: We have prepared special packages for this year's unique circumstances. Our COVID-19 packages allow you to capture headshots for your composite with our contact-free composite experience. Many of our chapters are opting to utilize the remainder of their photo packages (the portion typically used for event photography) for officer, class, and graduation portraits throughout the year. And of course, if your campus lifts restrictions and you're able to resume events, you'll be able to use Lumatic for pro photography at all your events as they occur.

**Q: What if my school isn't allowing photographers to come take our composite headshots?**

A: We spent all summer designing our new contact-free composite experience. Our automated headshot camera completely replaces a photographer, so you can get professional headshots while observing campus restrictions prohibiting outside visitors.

**Q: Our chapter's budget was cut this year. Do you offer payment plans?**

A: Many chapters have experienced budget cuts due to the pandemic. Lumatic offers flexible payment options, including dividing your payment in two—half is due in the fall and half in the spring. Reach out to us, and let's figure out the best solution.

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*Have questions? Ready to get set up with Lumatic?  
Point your phone's camera to the QR code to get started:*

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