

Community Credit Counseling Specialists, Inc.

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Website: www.creditcounsel.org

DISCLOSURE INFORMATION FOR DEBT REPAYMENT PLAN CLIENTS

FUNDING: Community Credit Counseling Specialists, Inc. (CCC) is a 501(c)(3) non-profit corporation, and is supported by voluntary public donations from creditors and individuals. As such, CCC does solicit such donations from the creditor. Initial budgeting and/or debt counseling services will be provided at no cost to our clients. If the client qualifies for, and elects to enter into a Debt Repayment Plan (DRP), suggested fees are as follows: (1) initial one-time set-up fee-\$25 and (2) monthly maintenance fee-\$25, (this fee would be included in the total amount of the monthly DRP payment). Additional services and their costs would be: (1) individual credit report and credit score-\$10, (2) joint (husband and wife combined) credit report and credit score-\$15, Non-Sufficient Funds for a check or ACH withdrawal-\$20. These fees may be paid by money order, certified check, or ACH (automated withdrawal from your checking/savings account). These fees may be reduced or waived, and this service will be provided regardless of a client's ability to pay.

MISSION STATEMENT: As a non-profit corporation, our mission at Community Credit Counseling Specialists is to educate individuals in budgeting and the proper use of credit, as well as determining their need to enter into a Debt Repayment Plan (DRP) and implementing such plans as needed. We will provide our counselors with continuing education and the resources to provide the best service possible, and will constantly seek new means to improve the quality of that service. Top management is committed to meeting these requirements and to continually improving the quality management system.

CCC COUNSELOR: Current CCC counselors must have successfully completed an approved educational certification program. Information on this certification program is available upon request. The counselor must insure that the client has the need and intent to enter a DRP. This is achieved through a detailed review of income, living expenses and amount of debt to be liquidated. Other considerations such as disposable assets (equity in home, personal or 401K savings, etc.) and personal situations (i.e., pending layoff, divorce, change of employment) must also be thoroughly explored and reviewed by the counselor.

PERSONAL INTERVIEW: CCC must review a client's financial, as well as personal information, during an interview to determine if a client is a candidate for a DRP. CCC generally conducts such interviews in-person, although a client may also choose to submit an application by e-mail through the CCC website (www.creditcounsel.org), by mail, or fax and be interviewed by telephone. During the interview, the counselor will want to review current information on the client's assets, monthly expenses, and every debt that a client owes, along with several recent pay stubs to verify income. If the counselor or client is not sure that all debts are presented or are outdated, the counselor will recommend that a credit report be obtained and reviewed before completing the interview. The cost of obtaining an individual credit report would be \$10 or \$15 for a joint (husband and wife combined). If the client wants to obtain a credit report at no cost, the counselor will provide the website and/or toll free number to obtain their credit report. The counselor will thoroughly review the application at the session, obtaining information to understand the problem, and develop a solution and action plan. All client questions will be answered in this session and the counselor will give the client a copy of the completed action plan listing items they need to consider changing to help solve the problem. After thoroughly reviewing the client's assets and liabilities, the counselor will determine the cost of a Debt Repayment Plan (DRP), whether such cost can be assumed in the client's monthly budget, as well as recommendations for an educational program, and review such programs with the client. The counselor will also review the possible negative impact that entering a DRP might have on the client's credit report before implementing such DRP.

REFERRAL/EDUCATION: If the counselor determines that a DRP is not warranted or practical, they will provide the client with information regarding a debt repayment educational program, as well as other materials deemed relevant to the client's individual situation. Counselor might also recommend that the individual contact other social service agencies that might be of assistance.

CREDIT REPORTING: If an individual chooses to enter a DRP, some or all of their creditors may report their participation in such DRP to credit reporting agencies, which may have a negative impact on their ability to obtain credit. CCC will not provide credit reporting agencies with information concerning whether an individual sought instruction from CCC.

Received by _____ Date: _____
(Client)

Reviewed with client by _____ Date _____
(Counselor)

FORM A18-8
Revised on: 01/13/10
Approved by: RGC