



Consumer Credit
Counseling Service
of Delaware Valley

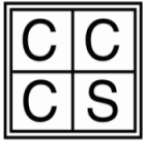
1608 Walnut Street, 10th Floor
Philadelphia, PA 19103
phone (215) 563-5665
fax (215) 563-7020
website www.cccsdv.org

A Non-Profit Community Service Since 1966

Debt Management Plan

(DMP)

Client Handbook



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Privacy Policy

Collection of Nonpublic Personal Information by CCCS of Delaware Valley

Collecting personal information from you is essential to our ability to offer you our services. When you obtain services from our agency, we need to determine the best possible solution for your individual circumstances. As part of that process, we may collect information about you, known as nonpublic personal information, from the following sources:

- Information we receive from you on applications or other forms, such as your name, address, social security number, date of birth, income and expenses and assets and liabilities.
- Information about your debts and transactions with your creditors.
- Information (such as credit reports) we receive from consumer reporting agencies.

Limited Use and Sharing of Nonpublic Personal Information by CCCS of Delaware Valley

We use the nonpublic personal information we collect to help us provide services you have requested and to service your account. Once we obtain nonpublic personal information from you, we do not disclose it to any third party except as necessary in the course of providing our services to you, or with your consent, or as permitted or required by law.

We may share your nonpublic personal information with your creditors to help us develop solutions to your current and future financial situation.

We may disclose some or all of the information that we collect, as described above, to creditors and related financial institutions that you have authorized who need this information in order to assist you after a counseling session.

We may compile data and aggregate information that you give to us, but this information will not be disclosed in a manner that would personally identify you.

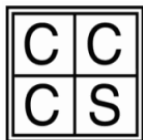
There also may be times when CCCS is required to disclose its customers' nonpublic personal information, such as when complying with federal, state or local laws, when responding to a subpoena, or when complying with an inquiry by a government agency.

We do not share customer information with outside companies for the purpose of marketing products or services of those companies.

Security of your Nonpublic Personal Information

We maintain physical and electronic safeguards to your nonpublic personal information from unauthorized use or improper access. Your information is available to those employees who have a business need to access your information in order to provide service to your account. Our employees follow a code of ethics and are required to maintain the confidentiality of customer information.

We will reaffirm this policy annually as long as you are an active client of CCCS. While this policy may change from time to time, you can always review our current policy online at www.cccsdv.org.



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Welcome!

Congratulations for taking proactive steps to regain control of your financial responsibilities. You are now a Consumer Credit Counseling Service (CCCS) client with a Debt Management Plan (DMP) designed to specifically address your financial situation. Working with CCCS and your creditors, you can look ahead to repaying your debts in an orderly manner through your Debt Management Plan.

Since this is a new experience for you, there may be a number of questions that arise. In this handbook, you'll find important information about our services.

Remember that the CCCS staff is here to answer any questions about problems or concerns you may encounter. We look forward to working with you and helping you successfully complete your Debt Management Plan.

CCCS Mission

Positively impact human lives and communities through comprehensive consumer credit education, counseling, asset building and debt reduction programs without regard to economic status.

Partnership Between You and CCCS

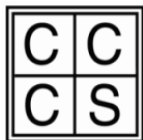
Enrolling in our Debt Management Plan is the beginning of a partnership between you and CCCS. Both parties have responsibilities.

CCCS's responsibility is to counsel you appropriately and disburse specified amounts to your creditors each month.

Your responsibility is to remit payments to us in a timely manner as agreed, to examine your monthly creditor statements to ensure the correct payment and interest, late or over limit fees concessions are being applied and not to open any new accounts or assume new debt.

It is your responsibility to contact your creditors and request they change your payment due date to at least 15 days after your DMP payment due date with CCCS, as well as cancel any credit protection or insurance that may be on your account. If your credit cards have automatic payments that are charged to your bank account monthly, these must also be canceled. It is also your responsibility to send creditor statements to CCCS quarterly so the balances can be updated, as our balances in your DMP are only estimates.

We are here to support and assist you in your goal to eliminate your debt. However our assistance does not alleviate your obligation to your creditors.



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Client Expectations

- A confidential money management counseling session with a certified credit counselor.
- The understanding that CCCS of Delaware Valley is a non-profit agency and some of our funding comes from voluntary contributions from creditors who participate in Debt Management Plans. Since creditors have a financial interest in getting paid, most are willing to make a contribution to help fund our agency. These contributions are usually calculated as a percentage of payments you make through your DMP. The average contribution is 6% of each payment received. However, your accounts with your creditors are credited with one hundred percent (100%) of the amount you pay through us. CCCS will work with all of your creditors regardless of whether they contribute to our agency.
- A written assessment outlining a suggested action plan that will be based on the following options:
 - a) Client will handle any financial concerns on his or her own. **OR:**
 - b) Client will enroll in a Debt Management Plan in which the agency serves as a neutral third party that works with the creditors to help set up a plan to liquidate financial obligations.
- The DMP is a voluntary program that serves a dual role of helping you repay your debts and helping your creditors receive money owed them.

NOTE: A counselor may answer questions about bankruptcy, but not give legal advice. If legal advice is necessary, the client must seek appropriate assistance on his or her own.

Effect on Credit Report

Fair Isaac and Company (FICO), the company whose credit score model is widely used in the credit industry, has publicly stated that since 1999 it has completely ignored any credit report mention of credit counseling, DMP, or any other form of counseling in its scoring models. Therefore, credit counseling and DMP services should not negatively affect credit scores. However, it is up to the discretion of individual creditors as to how they interpret a consumer's credit report history and their decisions whether or not to extend credit may consider a consumer's participation in credit counseling and/or a DMP.

Creditors may report that you are on a Debt Management Plan and are not paying as originally agreed, even though they have accepted the DMP reduced payments.

Client Bill of Rights

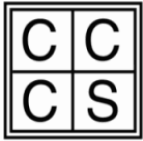
We pledge that our clients have the right, without fear of retaliation:

- Prompt counseling services for managing their money based on their financial situation
- Treatment with dignity and respect in confidential professional counseling sessions
- A comprehensive assessment of their financial situation
- Express dissatisfaction through a complaint resolution process
- Discontinue their relationship with our agency at any time in writing

Complaint Resolution Process

We are committed to providing you with high quality professional services. However, if you are not satisfied with the services provided, please contact:

Jeffery Baldwin
Counseling Director
Phone: 215-563-5665 e-mail: jbaldwin@cccsdv.org



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Non-Discrimination Policy

CCCS of Delaware Valley serves all members of the community without regard to socioeconomic status, sex, gender or ethnic, racial or religious affiliations. CCCSDV does not deny access to services based on employment status, amount of debt, type of debt, or credit rating. CCCSDV does not directly serve minors in any of its financial education or counseling services.

The Debt Management Services Agreement (DMSA)

When you enter into our Debt Management Plan, all debtors on your accounts must sign the Debt Management Services Agreement (DMSA). By signing this agreement, you agree to pay CCCS a monthly deposit, which is disbursed by CCCS to your creditors. You also agree not to apply for new credit or incur any further debt while on the plan.

If two consecutive payments are missed once you are enrolled in the DMP, your agreement is terminated by CCCS. Your creditors may terminate your DMP concessions after one missed payment. (See information under the Payment Information section.)

Although you have signed a DMSA, you are not considered an active client until your first deposit and all signed documents are received by CCCS.

Customer Service Support

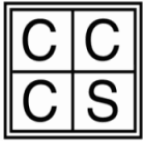
After your initial counseling session, please contact Customer Service with any questions or concerns. Customer Service will be able to quickly and efficiently handle any of your inquiries.

Customer Service Representatives are available Monday-Thursday, 8:00am-6:15pm, and Friday, 8:00am-5:00pm, at (215) 563-5665 or (800) 989-CCCS (2227). Questions can be sent via e-mail to dmp1@cccsdv.org.

Accessing Account Information

You can access your account via the web at <https://web1.cccsdv.org/dmsweb/>. You will need your client id and your pin to access your account - please contact customer service if you need your pin number. The website is available 24 hours a day to obtain pertinent account information.

Our Automated Account Information System is available 24 hours a day to obtain pertinent account information. To access your information via the phone, dial 1-888-989-CCCS (2227) and select client option #1.



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Payment Information

Payments are disbursed to creditors a minimum of two times per week and the last business day of every month. If the scheduled payments are not made, or are received by the creditors after the account payment due dates, the creditors may raise your interest rate and assess a late fee.

You should determine if your creditors' billing and payment due dates and your CCCS payment due date allow ample time to avoid any late fees. As the cardholder, it is your responsibility to contact your creditors and request they change your payment due dates to at least 15 days after your payment due date with CCCS.

Payment amounts listed on your payout sheet are proposed based on balance information you provided and may have to be increased according to the creditor's requirements.

If you remit more or less than the scheduled payment without instruction the amount we:

- first, attempt to pay major creditor the full dmp proposed payments
- second, out of the remaining funds we will attempt to pay any smaller debts the full dmp proposed payments
- last, we will apply the remaining funds to the creditor who is not receiving a full dmp proposed payment and has the highest apr

To submit specific instructions, please call Customer Service and ask for a Special Payments Request Form.

CCCS cannot arrange a settlement with any of your creditors. If you wish to payoff a specific creditor or all of your creditors, please contact our office to arrange this. We will contact the creditor(s) to verify your payoff balance(s). You then remit the payoff payment to us for disbursement to your creditor(s). The balance of any account not paid off through CCCS will continue to show on your monthly statement.

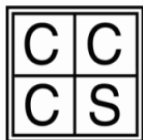
If you miss a payment after you are enrolled on the DMP, please call the CCCS office to determine steps to make-up the missed payment. If you miss two consecutive payments, you will be dropped from the program. Your creditors are notified once you are dropped from the program and they may choose to resume collection efforts. For extenuating circumstances, please contact your Counselor. If necessary, your counselor will do an evaluation of your current financial circumstances and make adjustments if possible.

Payment Options

Payments can be made by money order, certified check, monthly electronic withdrawal, or online. No personal checks or cash will be accepted.

Electronic Debit Payment Program (ACH)

Our ACH program gives you the option of having your CCCS payment deducted directly from your bank account each month. This saves you the time of mailing or dropping off your payment.



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A \$5 fee is charged for changes made to your ACH (i.e. a payment date or amount). This charge is added to the next payment deduction. Five business days notice is required for any change.

If an ACH payment is returned to us for non-sufficient funds or any other reason, a \$25 fee is charged to help cover CCCS's costs. CCCS will withdraw the fee directly from your account.

Online Payments

Payments can be made online by logging onto our website, <http://www.cccsdv.org/debt-management-clients>, then choose the "Make a Payment" link. You will need your seven-digit client number for this payment option. A fee of \$2.50 is assessed at the time of payment. Funds are held for three business days and then are disbursed to creditors on the next scheduled disbursement date. (See Disbursement Calendar)

Monthly Progress Reports

After your first payment is received and disbursed, you will receive a monthly progress report from CCCS. You can find your client ID number on your monthly report. Please include this ID number on all correspondence to us. You can send a payment without a statement but be sure to include your name, client ID number and address. You can also submit a copy of the previous month's payment stub with your payment as identifier.

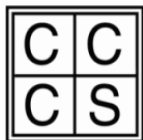
Please review your Progress Report and your monthly creditor statements in detail to ensure proper payments and the correct interest rates. It is your responsibility to examine your monthly creditor statements for correct crediting of payments and interest or fee concessions, if applicable.

CCCS statement balances are estimates. You must provide us with current balance information on a periodic basis. CCCS does not receive a copy of your creditors statements unless you provide them to us.

If you see asterisks on your Monthly Progress Report, this means that we have not received your creditor(s) balance within the last 120 days. It is your responsibility to make sure you receive regular statements from your creditors and then forward this information to us. If for some reason this is not occurring, you need to contact your creditors directly and request this.

You should determine if your creditor's billing and payment due dates and your CCCS payment date allows ample time to avoid any late fees.

Please notify Customer Service as soon as possible with any changes made to your account or creditor information. Your creditors do not update us on these changes.



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If you have any changes to your personal information such as address, or telephone number, please notify Customer Service. You may also use our Automated Account Information System to provide us with your updated information. (See Automated Acct. Info section.)

Creditor Information

Allow 60-90 days for creditors to record that you are on the DMP. In most cases, you will not see interest, late or over limit fee concessions, if applicable, on your statements before this time.

Creditors may continue to call you for collection until they have accepted you into the DMP program. In most cases, the calls will stop once your creditors receive a proposal letter from us with your first deposit. If a creditor rejects a proposal, your Counselor will contact you to discuss changes that need to be made so your proposal will be accepted.

If your account is current at the time of enrollment onto the DMP, creditors may charge late fees because of reduced payment amounts. Late fees will stop after three consecutive payments.

Other Services

Consumer Credit Counseling Service of Delaware Valley is a full service agency. In addition to our DMP, we offer the following services and programs:

Housing Programs/Programs

CCCS is a HUD approved and OHCD agency. We provide First-time Home Buyer counseling, Home Equity Conversion Mortgage (HECM), Mortgage Default and Anti-Predatory Lending educational programs.

HomeOwners Emergency Mortgage Assistance Program: CCCS provides mortgage default and delinquency counseling through the Home Owners Emergency Mortgage Assistance Program (HEMAP) and through the Pennsylvania Housing Finance Agency (PHFA).

Credit Report Counseling: CCCS offers in-person counseling to individuals and couples for a complete review of their personal credit report and score, and to discuss the importance of credit, and explore options to help improve creditworthiness.

On-Line Credit Report: Visit CCCS's website at cccsdv.org to obtain a tri-merge credit report and score from the three major credit reporting bureaus.

Education Programs

Client Seminars/Financial Smarts Seminars: CCCS conducts Client Seminars for DMP clients and Financial Smarts Seminars open to the public on a regular basis. Schedules and topics are published in our Quarterly Client Newsletter and available on our web page at www.cccsdv.org.

Philadelphia Saves: Philadelphia Saves is a local campaign designed to encourage and assist our area residents to save and build wealth for their future.

In addition, CCCS makes onsite presentations to local community groups, non-profit and for-profit organizations. For more information on our Education Programs, call (215) 563-5665 or (800) 989-2227.



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Pennsylvania Locations

Blue Bell	Media
Bristol	Norristown
Chester	North Broad
Chinatown	North Philadelphia
Center City Philadelphia	Northeast Philadelphia
Coatesville	Springfield
Jenkintown	West Chester
JFCS	

New Jersey Locations

Cherry Hill	Salem
Camden	Burlington

**HUD Approved Agency
PHFA Approved**

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