



## Debt Solver Program™ Success Guide for New Clients

### **IT IS VERY IMPORTANT TO OPEN YOUR CREDITOR STATEMENTS MONTHLY.**

Check Your DSP statements against your creditor statements monthly. CCCS statements are estimates; however after your first 90 days on the DSP they should be comparable to the balances on your creditor statements. If you note discrepancies after 90 days, contact CCCS immediately. Since **CCCS does not receive statements** from your creditors, compare your statements each month to:

- Verify that payments are received on or before your due date. If a creditor due date does not coincide with your CCCS disbursement date call your creditor to be sure you will not receive late fees as a result. Your creditors should get your payment within two weeks of CCCS receiving your payment.
- Make your DSP payment consistently on or near the same date each month. Creditors expect consistent, timely payments before honoring concessions such as lowered interest and waived late or over the limit fees. (These are normally waived after 3 consecutive payments following acceptance of the proposal.)

**Call CCCS immediately if you cannot make your monthly deposit.** Creditors may call to find out why your payment is late and/or missed and they could assess late charges and interest on your account. Be aware creditors will usually drop you from the Debt Solver Program™ if you miss payments or make partial payments.

**Increase your monthly deposit** or send in extra when possible. It will help you pay your debts sooner and will save you interest! Send additional secured funds to CCCS at 80 North Wood Road, Suite 308, Camarillo, CA 93010.

### **Check payments & history at your convenience.**

- Online information about your account is available 24 hours a day. Visit our website at [www.gotdebt.org](http://www.gotdebt.org) and click on CLIENTS. You'll need your account number and PIN number to access your account information. In addition, at least quarterly, you will receive a statement from CCCS reflecting all deposits made to each creditor as well as your **approximate** balances. If you do not know your PIN number, email [webaccess@gotdebt.org](mailto:webaccess@gotdebt.org)
- As creditors are paid off, you will see zero balances on your CCCS statement. Please call and verify with the creditor that your account is in fact paid in full. If the account is not paid in full, notify CCCS of the remaining balance.
- Not all creditors agree to reduce or waive interest charges, some creditors will wait for three consecutive payments before reducing interest and if you are late or missed payments, creditors often reinstate all the forgiven interest charges.

**New client proposals are sent within 5 business days.**

- CCCS will send proposals to your creditors within 5 business days of receiving, signed agreement, first payment and account information including your latest credit card statement. Many creditors do not inform CCCS if they deny a proposal, so examine your statements for changes.
- If a creditor calls you after signing up for the DSP, let them know that you have a plan worked out with CCCS and give them your client number and our telephone number (805) 383-7700. (We reserve our 800 number for our DSP clients.)
- If you chose the DSP but will start the program at a later date, we encourage you to make payments to your creditors. If not, you may receive late fees and they may reject your program.

**CCCS is a local non-profit community service.**

CCCS is a non-profit community service organization that has provided low cost confidential counseling to thousands of area residents since 1966. CCCS is accredited by the Council on Accreditation for Children and Families, which means that CCCS employs the best business practices possible to ensure your funds are safe and our mission is focused on you. CCCS is a member of NFCC and the BBB.

**CCCS is funded by creditors, clients, and various other sources.**

Our DSP are voluntary programs serving the dual role of helping you repay your debts and helping creditors receive the money owed them.

**Improve your money management skills.**

Education is the key to financial health and well-being that's why we created *Master Your Money* – a four part course that you can complete independently. *Master Your Money* is a simple, basic approach to money management. Learn more by visiting our website, [www.gotdebt.org](http://www.gotdebt.org) and click on Money Management Education or you may purchase a copy of our workbook from CCCS. If you are a Debt Solver Program client, we will provide you with a free copy of the workbook, either paper or a disk.

**Keep an eye on your credit.**

It is important to check your credit on an annual basis. Visit [www.gotdebt.org](http://www.gotdebt.org) to access a credit report or you may schedule an in-depth Credit Report Review by contacting CCCS.

**Yes, there is life after debt.**

Congratulations! You did it! After verifying with your creditors that you have paid off all your debts, we encourage you to attend an exit interview. Your counselor will assist you in creating a new Money Action Plan™ to help you further your financial goals. We can also review your credit history and help you re-establish your credit so when the need for future credit arises, you are prepared!

**CCCS Problem Resolution Policy**

To ensure the integrity of CCCS and to maintain a high level of quality service and customer satisfaction, all written complaints will be resolved following our Problem Resolution Policy. A copy can be found at [www.gotdebt.org](http://www.gotdebt.org), or you may contact us if you need a copy of our Problem Resolution Policy.

**We are here to help!**

We are just a phone call away at (805) 383-7700 or (800) 540-2227 or

Email us at [ClientServices@gotdebt.org](mailto:ClientServices@gotdebt.org)

***Good Luck and congratulations on taking the steps to become debt free!***