



Welcome to Debt Reduction Services

The time to start is now!

Letter from the President:

I would like to take this opportunity to welcome you to Debt Reduction Services Inc, our non-profit organization that has been serving the public since 1996. We are happy you have chosen us to help you get out of debt. We will do everything possible to guide you smoothly through the entire process.

Like any goal worth achieving, getting out of debt will require some effort and discipline. Yes, you are giving up your credit cards, but think of the relief of not facing those mounting bills and interest charges each month. Like many before you, you will succeed by living within your means rather than relying on credit cards to get by. If you follow our debt management program, your debt will be paid off within 5 years—without a bankruptcy or settlement program that can ruin your credit. Remember, if a problem arises, or you need some budgeting assistance, help is just a phone call away. Good luck and thank you for participating in our debt management plan!

In this packet you will find:

- About Debt Reduction Services Inc
- Description of The Enrollment Process
- Your Responsibilities
- Important Payment Information
- Financial Education information
- Frequently Asked Questions
- Offices & Important Websites

Joseph T. Cestaro
President

TOLL FREE **888-377-8585**

www.DebtReductionServices.org

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About Debt Reduction Services:

Debt Reduction Services Inc is a nonprofit organization devoted to helping our clients and the general public learn to manage their debts and achieve financial stability. A few of the services we provide include financial education courses, budget planning, and Debt Management Plans (DMP's).

Our mission is to promote financial responsibility in our clients and community members nationwide. We accomplish this through educational programs, counseling, and personalized services. We thus empower individuals to develop and use positive budgeting skills and effective spending behaviors, to use credit wisely, and to prevent, manage, and eliminate consumer debt.

We promise to provide quality counseling, quality customer service, and will address all questions and concerns in a timely manner. This is a partnership; communication between us is vital to your success and we are committed to supporting you throughout your time on the program.



The Enrollment Process:

Now that you have decided to enroll in our DMP and have submitted your enrollment forms to your Certified Financial Counselor, your account files will be given to our Client Services Department. Client Services will be contacting you to request any missing information and will discuss our process of working a file. Processing your file consists of:

- **Contacting creditors for updated balances**
- **Estimating your monthly payment**
- **Sending proposals to your creditors**



Your feedback is important to us. Please visit our website to participate in a brief survey.

Your Responsibilities:

Keep in mind that this is a partnership. We will need your assistance and involvement throughout your time on the DMP program. We ask you to:

- **Monitor all creditor statements and notify us of any changes or discrepancies**
- **Make all payments on time and in full every month**
- **Respond to our calls and requests for information**
- **Participate in our Client Education Program**

Important Payment Information & Payment Policies

To ensure continued creditor participation in your Debt Management Plan payments must be received on time every month. NOTE: a missed or late payment may result in one or more of your creditors reversing the benefits received on the program.

Forms of acceptable payment methods:

ACH – Automatic withdrawal from a checking or savings account

This is the most convenient payment method for you, and is preferred by DRS.

Money Order or Cashiers Check

If you have chosen this method, you must clearly print your name, client number, and address on your payment to ensure proper posting to your account. If you mail your payment, please send in advance of your due date to ensure on time receipt and disbursement to your creditors.

Payment Policies

No Personal Checks will be accepted as payment. Personal checks will be returned and may delay payment to creditors.

ACH Changes: You must notify DRS in **WRITING FIVE (5) BUSINESS DAYS** prior to your withdrawal date. This allows time for processing.

ACH Rejections: You may be charged a \$15.00 fee for any ACH rejection pursuant to your state guidelines. Replacement payments can be made by Money Order via mail or at your local office.

Live Debt Free.



Courses and Educational Resources Promoting Personal Financial Responsibility and Stability

The National Financial Education Center at Debt Reduction Services Inc. develops, designs, publishes and facilitates various financial education programs that address personal finance topics appropriate at differing stages of life. All of these educational programs, materials, and courses are made available free of charge.

Here are just a few:

- Free Webinars and Classroom Workshops on Personal Finance
- Easy to use Online Budgeting Calculators
- Weekly Blogs on Financial Topics
- Courses and Certificates of Completion
- And much more...

We make our financial educators available to community organizations that desire to host one or more of our workshops and seminars in their own offices. Courses are also facilitated regularly in each of our offices.

Contact Information:

Tel (888) 377-8585

Fax (877) 877-1143

Blog moneyfit.org/blog-posts

Facebook @MoneyFitDRS

Twitter @MoneyFitProgram

help@moneyfit.org

www.moneyfit.org

National Headquarters:

6213 N Cloverdale Rd Ste 100

Boise ID 83713



Frequently Asked Questions

Q: Why can my monthly payment change from the original quote my Counselor gave me?

A: The payment amount given during your consultation is an estimate based upon the creditor balances we received at that time. Payments, in most cases, are a percentage of the balance. While working your file, we contact your creditors to obtain the most current balance available. This can include additional fees or finance charges added to your account by the creditor. If the balance has increased, so will the payment.

Q: Can I make payments to my creditors outside of the program?

A: After your accounts are accepted onto the DMP we request any additional payments to your creditors be made directly through DRS. Payments creditors receive directly from you may be interpreted as an act of leaving the DMP and may result in increased interest rates and fees. All payments must be made through DRS (at no charge) to eliminate this confusion.

Q: Am I able to pay more than my minimum payment?

A: You may pay extra on your account at any time. Extra payments will go towards principle and reduce your time on the program. Extra payments must be made through DRS in the form of a money order or cashiers check.

Q: Can I change or lower my payment?

A: The DMP is designed to repay your debt in 60 months. Lowering the payment will lengthen your time on the program and can prevent you from meeting this requirement. If a hardship occurs please contact your office for additional counsel.

Q: What should I do if I am unable to make my payment on time?

A: If you are unable to make your payment by the selected due date you must notify us immediately. This can jeopardize the arrangement we have in place with your creditors.

Q: Will the DMP affect my credit?

A: Enrollment in an DMP is not factored into your credit score. Some of the information credit reporting bureaus consider when determining your credit score include but are not limited to: on time payments, open or closing accounts, debt-to-credit limit ratio. For a more detailed explanation please go to www.ftc.gov/bcp/workshops/infoflows/present/fike.pdf

Frequently Asked Questions Continued

Q: Can I continue to use my credit cards?

A: You will not be able to utilize your cards enrolled in the DMP and all accounts must be closed to further charging. Some creditors may allow one credit card account to be left off the program.

Q: Can I apply for more unsecured debt (credit cards)?

A: No new unsecured accounts may be obtained during your participation in the DMP. The purpose of the DMP is to aid you in becoming debt free. Please contact your office for options about secured loans you are considering.

Q: Why do I need to change my due dates?

A: You will need to contact your creditors to change the due date on your accounts to coincide with your selected due date with DRS. This will help ensure payments will post to your account without penalty. Creditors do not allow DRS to request due date changes.

Q: Can I add more accounts to my program?

A: Yes, you may add unsecured debt at any time. Please contact our office for details.

Q: Why are my creditors calling me?

A: You may receive calls from your creditors until they have received your first DMP payment. We encourage you to take these calls and notify our office of any important information.

Q: Will I receive a monthly statement for payment verification?

A: You have access to view your account anytime online via our website. We ask you to view your creditor statements every month and notify us of any issues or concerns. Statements are not mailed unless required.

 **Still have additional questions?**

Feel free to call and speak with any of our Financial Counselors. Toll free: (888) 377-8585 or visit our website, for more information:
www.debtreductionservices.org





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Phone: 888-377-8585

Fax: 888-347-1143

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