What can I do to ensure success in my Debt Management Plan?

1. **Relax!** By enrolling in a debt management program, you’ve taken a positive step towards reaching your financial goals.

2. **Keep an Eye on Your Budget.** Only you can take the steps necessary to reduce your expenses to a level below your income.

3. **Monitor Your Statements.** It is up to you to ensure creditors have reduced interest rates and stopped late and over-limit fees, and that payments from mpowered are being properly credited.

4. **Don’t Apply for New Credit.** Always review these decisions with your personal finance coach first.

5. **Don’t Miss Payments.** Missed payments can jeopardize your agreements with creditors. Consider automatic withdrawals from your bank account.

What can I look forward to?

Reduced stress, no more harassing phone calls from creditors, savings over time by paying less interest on credit card accounts, and most importantly, a concentrated, achievable time frame for paying off your unsecured debt. You will also receive friendly, helpful assistance from our team of personal finance coaches and Support Counseling staff throughout the duration of your DMP and beyond.

Feedback from a few of mpowered’s DMP graduates:

“Thanks to you and the staff at mpowered, I am now debt free and feel great. I highly recommend mpowered to anyone and everyone who is struggling with managing debt.” - Greg & Kim

“Thank you so much for the support you’ve provided while paying off all my debt. I couldn’t have done it without this program.” – Travis

“mpowered was instrumental in helping us to achieve our goal of financial freedom and we are very grateful. We would highly recommend mpowered to anyone and everyone. Thank you all at mpowered if or your help, excellent customer service and kindness!” – Lorraine

“We were in our mid forties, had over $60,000 in unsecured debt, and were upside down in our mortgage. The future was very grim indeed. Thanks to the outstanding guidance and pure professionalism of the staff at mpowered we now once again own our destiny. Thank you all very much!!” - Todd & Bobbi

Who should I contact with questions?

mpowered works with Money Management International (MMI)’s Denver office of Support Counseling to service all Debt Management Plans. This arrangement allows our dedicated team of personal finance coaches to spend less time on processing and more time on coaching you to achieve your definition of financial success!

To contact your personal finance coach at mpowered:

- Phone: (303) 233-2773
- Email: info@mpoweredcolorado.org
- Mail: mpowered (do not send payments to this address) 2009 Wadsworth Blvd, Ste 100 Lakewood, CO 80214
To contact Support Counseling:

Phone: (303) 632-2227
Fax: (303) 632-2103
Email: ClientHelp@MoneyManagement.org
Mail: Money Management International (MMI)
     PO Box 378050
     Denver, CO 80237

When is my deposit due?

Together with your personal finance coach you will choose a monthly due date. Your deposit will be due on this
same date every month. If your due date falls on a weekend or holiday, your due date will be the next business
day. Funds are disbursed to creditors daily.

Can I make my monthly payment by check?

No, we only accept electronic deposits (ACH), online payments, military allotments, money orders, cashier’s
checks, certified checks or through our pay-by-phone option. Electronic and certified funds deposits allow us to
send out payments to your creditors in a timely manner. Payments by cash are not accepted for liability reasons.

Remember: We cannot accept deposits by personal check or cash.

Can I mail in my monthly payment?

Of course! You can mail your money order, cashier’s check or certified check as long as we receive it on or
before your due date. Mail your payment to: Money Management International (MMI), PO Box 378050, Denver,
CO 80237. **Be sure to note your full name and client number on the payment.**

You may also elect to sign up for electronic deposit (ACH) which automatically deducts your monthly deposit
directly from your bank account on a date that is convenient for you to pay. Contact MMI Support Counseling at
(303) 632-2227 for an enrollment form if you are interested in this option. It’s FREE!

Payments may also be made from your bank account online at www.MyCCCSAccount.com.

Can I pay-by-phone?

Yes! To pay by phone, contact Support Counseling at 303-632-2227. When you call in to make a phone payment
you’ll need to have your routing and account numbers handy. You also need to be sure you have money in your
account as these payments are processed same-day. For example, if you want to pull the funds on the 15th, you
would need to call Support Counseling on the 15th if that is when the funds are available; we are not able to
schedule a phone payment in advance. The funds will post to your DMP account 2 business days after we submit
the information to the bank.

Can I send money to my creditors directly?

Please be sure to make every payment through us, including extra payments or early account pay offs. Sending
money directly to your creditors can jeopardize mpowered’s agreements with your creditors. Creditors expect to
receive payments through our agency and payments made outside of our program may not post correctly to your
account and may not be properly reported to the credit bureaus.
Remember: Make every payment through us, including extra payments or early account pay offs.

**How long will my Debt Management Plan take?**

The Debt Management Plan (DMP) is calculated on a maximum pay off time frame of 60 months, or five years. That means that if you pay only the minimum required deposit for the entire duration of the program, it will take at most five years to pay in full. As each account pays off, we take that monthly payment and apply it to the next account, thereby increasing the regular payment to that next account and accelerating the pay off. Our clients are typically enrolled in the program for a period of 3-5 years. Of course, paying anything over and above your minimum deposit is encouraged whenever manageable for your budget and will shorten the total DMP pay off timeframe.

**Will I still have to pay interest?  What about late and over-limit fees?**

Yes, you will still pay interest on most credit card accounts and some collection accounts in the program. However, the annual interest rate charged is greatly reduced in most cases. In addition, some major creditors and collection agencies do not charge any interest on accounts enrolled in DMP; if this is the case for you, your personal finance coach will inform you. Late fees and over-limit fees are eliminated by most creditors once an account is enrolled in DMP and once the creditor has received the first or third payment through us after the accepted proposal date. If you are making your full deposit on time to us each month, you should not see late or over-limit fees on your creditor statements. If you do, please contact Support Counseling so that we can address it immediately. In the case of missed payments, you can expect additional interest, finance charges or late fees to be charged by your creditors.

Remember: Interest charges are normal, fees and other charges usually are not. If you see fees on your statements, contact Support Counseling immediately.

**Will my creditors still contact me?**

We essentially become a link between you and your creditors. If an issue arises with one of your creditors, many creditors will contact us first. However, some creditors will contact you directly. This is typical in the case of missed or late payments, or if your account is severely past due. If a creditor contacts you, you can always request that the creditor contact Support Counseling instead. It’s also a good idea to contact Support Counseling directly to make us aware of the situation.

Unless a creditor has written off your account, you will likely continue to receive statements and letters from your creditors. It is important that you review your statements monthly to make sure that your accounts are set up properly in DMP. If you’re not sure, contact Support Counseling. Also, we recommend that you send a monthly statement from each creditor to us by fax every six months, or update your balances online through Client Web Access (see below). This way, we can review them for accuracy and update our records of your balance with each creditor.

Remember: Monitor your creditor statements regularly to ensure interest rate concessions are obtained, no fees are applied, and payments are posted accurately.
Will I receive a statement each month from mpowered?

Mpowered offers Client Web Access to your DMP account 24 hours a day, 7 days a week! At MyCCCSAccount.com, you can view your DMP account summary and history, statements, update balances and contact information, make payments, check proposal status, and make inquiries.

If you are not enrolled in Client Web Access, you will receive a monthly account statement by mail at the end of each month.

How do I enroll in Client Web Access?

Enrolling is easy!

1. Go to http://mycccsaccount.com
2. Click on “To enroll for online account access, Click here.”
3. Enter your last name, last 4 digits of your Social Security Number, your Client Number (refer to your original DMP contract or contact Client Services for this number), and the last 4 digits of any creditor account enrolled in your DMP with a balance.
4. Create a user name of at least 6 characters, a password of at least 6 characters with at least 1 number, select a secret question and supply an answer (the answer is used in case you forget your username or password so they may be emailed to you) and enter the email address that is on file with mpowered. 
   NOTE: If the email address you enter is different than the one we have on file you may use it, but you will be asked to supply the email address on file as an added security precaution.
5. You’re done! You may now log into your account.

What if my statement shows a different interest rate? A different minimum payment?

If your creditor statement shows a different interest rate than the rate that appears on your original signed Debt Payment Plan agreement with mpowered, then something may have gone wrong with the DMP setup. Please contact Support Counseling immediately.

Missed payments, however, can jeopardize our agreements with your creditors and can lead to your account being removed by the creditor from DMP. In this case, your default terms with that creditor including interest rates, late fees and over-limit fees may resume. Some creditors will not re-enroll you into a DMP again if you’ve previously been dropped or they may require higher payments. There may also be a waiting period before they allow you to enroll again.

If your creditor statement shows a different required minimum payment than the payment amount that appears on your original signed Debt Payment Plan, there are a number of possible causes. Your payment could be posting after your statement cycle date with that creditor, in which case it will post into the next cycle, appearing as though you’ve missed a payment when you really haven’t. Alternately, there could be a glitch in the creditor’s billing system so that your DMP account is not distinguished from an account on standard repayment terms. If you see a different required minimum payment, please forward this statement to Support Counseling right away.

What happens to my credit cards and other accounts when I enroll them in DMP?

Once an account is enrolled in DMP, Support Counseling will send a proposal to that creditor to reduce the minimum payment and the interest rate on the account. These concessions enable you to pay off the account in a
reasonable amount of time and at more affordable terms. In exchange for the payment and interest rate concessions made by the creditor, your account is closed and you are not allowed to continue charging on it.

What will happen to my credit rating?

Mpowered does not report your enrollment in DMP to credit bureaus. In addition, DMP enrollment alone cannot, by law, affect your credit score. However, your creditors have the right to report that your payments are being made through a third-party agency. If you were to pull your credit reports mid-way through the program you might see a notation in the comments section of each account that says “Payments being received through CCA (credit counseling agency)” or “Payments being made by DMP”. These notations do not affect your score; they simply provide more information about the status of each account.

Some creditors may report your account as current as soon as they accept our DMP proposal while others wait until they have received three consecutive payments through mpowered. Other creditors may consider your account delinquent and will continue to report these delinquencies even while you are making regular DMP payments. All of this will depend on the status of the account when you enrolled in DMP, the amount of the monthly payment to each creditor, the creditor’s general policy and other factors.

What if I pay late?

Late payments will be disbursed to your creditors during the next possible disbursement. However, creditors expect to receive a payment every 30 days or by their designated due dates and paying late can jeopardize our agreement with your creditors. You can also expect a call from your creditors wanting to know what happened. If you think you cannot make your payment by your due date, please contact Support Counseling.

Can I skip a payment one month?

Typically, no. The same regular repayment guidelines apply to your accounts whether the account is enrolled in DMP or not – your creditors expect a payment every 30 days or by their designated due dates. If you are having trouble making a payment, please call your personal finance coach right away to discuss your situation.

What if I’m having trouble making payments?

We understand that life circumstances change. Unfortunately, your creditors will still expect payment each month for the duration of the program or until your account is paid in full. If you are having a problem making a payment, please call Support Counseling immediately to discuss your options. By keeping us informed, we are better able to work with your creditors to ensure the success of your DMP. You may be able to make partial payments until you can get back on track, or it may be necessary to close your DMP. Support Counseling staff will be best able to determine the full range of options available to you.

Remember: If you are having a problem making a payment, call Support Counseling immediately to discuss your options.

How can I get out of debt faster? Can I make extra payments?

Paying more than the minimum payment each month is a great way to reduce the time spent in the DMP, even if it’s only $5 or $10 more per month. You could also dedicate a tax refund, inheritance money or a bonus or commission check toward your debt balances. Extra payments go directly to your creditors to reduce the principal balance on your accounts. This balance reduction also means you’ll pay less in interest over the life of the
balance. Please make these extra payments through mpowered. Sending money directly to your creditors can jeopardize our agreements with your creditors. Creditors expect to receive payments through our agency and payments made outside of our program may not post correctly to your account or be properly reported to the credit bureaus.

**What happens when one of my accounts is paid off?**

First things first – congratulations! Paying off even one debt is a huge accomplishment. Remember to watch your monthly creditor statements to ensure that account is reflecting a zero balance. We will “roll-up” the monthly payment we were sending to that account and add it to your other accounts. You can always let us know if you have specific requests for how you would like your payment “roll-ups” to be applied. Lastly, your monthly fee to mpowered is adjusted downward to reflect the number of accounts we are still servicing.

**I have enough money to pay off my debt! What’s my next step?**

That’s great! When circumstances allow for an early pay off, please call Client Services first. We’ll ask you when funds will become available to pay off your accounts. We will then contact each of your creditors for an exact final payment amount including daily accrued interest. If you normally make your monthly deposits to mpowered using automatic deposit (ACH), we can adjust your final ACH amount to match the payoff, provided we have at least three business days’ notice. Please call Support Counseling to make changes to your scheduled ACH withdrawal. Your personal finance coach will then confirm with you once the accounts have been paid in full and you’ll be encouraged to watch your final statements from your creditors to ensure the accounts show a $0 balance.

Sixty days after paying off all your accounts and completing your DMP, we will encourage you to enroll in our Credit Wellness program for DMP graduates. Your personal finance coach will help you pull all three of your credit reports to make sure that all accounts are being reported accurately to the credit bureaus. If there are errors, your personal finance coach can assist you in disputing the incorrect information so that your credit rating is as strong and accurate as possible.

Remember: When you’re ready to pay off one or more accounts, call Support Counseling first.

**Can I get a loan while enrolled in a debt management program?**

Maybe. A lot of it depends on your overall creditworthiness as determined by a lender. A better question to ask yourself may be, “Should I sign for a new loan, given that I’m trying to repay my current debts?” You may remember signing an agreement at the beginning of your DMP not to apply for additional credit until the completion of the DMP or until approval is given by your personal finance coach. If you are considering borrowing money, please call your personal finance coach first. Together we’ll discuss your current financial situation, how the loan will further your personal goals, and how the new loan payment will fit in your monthly spending plan.

In general, your personal finance coach will be happy to help you prepare to apply for a home loan, mortgage refinance, auto loan or student loan. It’s important to consider that some lenders see enrollment in a DMP as an obstacle to loan approval. In general, a loan underwriter will need some supporting documentation from your personal finance coach in order to approve your loan. We can provide a letter of support to your lender describing your progress in the program and how much debt you have already paid off.

Remember: If you are considering borrowing money, call your personal finance coach first.
What if I want to withdraw from the Debt Management Plan?

You may decide to cancel your DMP agreement with us at anytime without penalty. If you decide to withdraw from the DMP, please contact Support Counseling right away to inform us of your decision. Your personal finance coach will discuss the consequences of program cancellation with you, as this will vary with each of your creditors. Going forward you will be responsible for making new payment arrangements. A written request is required.