

Debt Management Plan — Questions and Answers

1. Do I have to include all of my credit card accounts on the Debt Management Plan (DMP)?

One consolidated payment makes bill paying convenient and purposeful toward your goal of becoming debt free. In most cases, all credit cards are included in the DMP but there may be exceptions, e.g., omission for business use.

2. Why do I need to include all of my credit cards?

Strategically, it makes sense! Since you are committed to repaying existing balances, creditors expect that credit will no longer be used until DMP payoff is complete. It is not unusual for creditors to monitor credit reports to make sure all credit cards and open lines of credit are included in the plan, and that no new credit is used or issued while you are a DMP participant.

3. What forms of payment are accepted for my DMP?

DMP deposits can be a personal check, cashier's check or money order, automatic electronic withdrawal or online via our website. Convenient and easy!

4. Can I send DMP funds every two weeks instead of once a month?

Yes! Send funds as often as you'd like as long as the full amount for your DMP deposit arrives by your due date.

5. Can I make extra payments toward my debt while on a DMP?

Yes, we encourage you to send in extra payments conquer your debt even faster! Funds are applied to your balances and there are no extra processing fees.

6. Does the DMP deposit go down once a creditor is completely paid off?

Your DMP deposit remains the same. As one account is paid off, funds from the paid-in-full account are added to increase your remaining creditors' payments. This rollover has a powerful impact on debt reduction!

7. Can I stop the DMP before my accounts are paid in full?

You may discontinue DMP participation at any time. Just know that creditors may limit or deny future requests for reinstated DMP participation. Additionally, interest rates, minimum payments and fees may revert to their previous terms. We understand that getting out of debt can be a tough challenge so please call us before you stop making payments.

Your goals and your success are important to us! Please contact us if you have any questions.