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## Disclosure Form for Bankruptcy Pre-filing Clients

**Consumer Credit Counseling of Springfield, Missouri, Inc. (CCCS)** is a 501 (c) 3 Not-For-Profit Corporation that has been serving the Ozarks since 1969. CCCS is approved by the Executive Office of the United States Trustees (EOUST) to issue certificates in compliance with the Bankruptcy.

Code. Approval does not endorse or assure the quality of an Agency's service.

### **MISSION STATEMENT:**

“To develop, provide, and implement financial solutions and credit education that result in self-sufficient individuals, families, neighborhoods and communities.”

**CCCS** is a member of The National Foundation for Credit Counseling (NFCC), the Better Business Bureau (BBB) with an A+ rating and is accredited by The Council on Accreditation of Services for Families and Children (COA).

As a condition of approval by the EOUST to perform budget and credit counseling, CCCS is required to make certain disclosures, as follows:

1. The cost to clients and potential clients for the bankruptcy pre-filing counseling is \$50. This fee will be paid at the conclusion of the bankruptcy counseling session. There is no separate fee for the generation of the bankruptcy counseling certificate. CCCS will provide budget and credit counseling without regard to the client's ability to pay. Clients that participate in a Debt Management Plan as result of the counseling session will not pay any additional fee to set up the program but will be subject to a monthly Processing Fee of up to \$40 to cover the costs of processing, postage, account monitoring, dispute resolution with creditors, etc. This will be explained in detail during the counseling session, if appropriate.
2. Clients and potential clients that have family income less than 150% of the US Department of Health and Human Services (USDHHS) Poverty Guidelines are eligible for a waiver of the bankruptcy counseling fee. Families/households with monthly income exceeding 150% of the USDHHS Poverty Guidelines will not receive any fee waiver or reduction except in cases of extreme situations or circumstances.
3. For clients and potential clients that speak Spanish or have limited English-speaking proficiency, our agency has a contract with a third-party interpreter to assist in translating when needed. This registration, appointment scheduling, and counseling session will be subject to our ability to make scheduling arrangements with this contractor which may delay the timing of the counseling session. CCCS will do everything we can to make this available at a time convenient to the client(s). There is no charge to the clients for this service.
4. Most of our agency funding comes from voluntary contributions from creditors who participate in our Debt Management Plans (DMP). These contributions are usually calculated as a percentage of payments remitted to them by CCCS on behalf of our clients. If the budget and credit counseling session results in a DMP, clients are credited with 100% of the monies remitted through CCCS to creditors resulting in no cost to the client(s) for the counseling session. CCCS works with all creditors regardless of whether they contribute to our agency.
5. Filing for bankruptcy will have negative consequences on your credit report; and the information will remain on your credit report for up to 10 years. In addition: I understand that my participation in the DMP may affect my credit report either favorably or unfavorably according to my creditor's policies with respect to the DMP and my payment history prior to and during my participation in the DMP. CCCS does not report any data to credit reporting agencies. Enrollment in the DMP (Debt

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Management Plan), EMS (Extended Modification Solution), DRP (Debt Reduction Plan), LTFB (Less Than Full Balance), or 72-Month repayment DMP (Debt Management Plan) may have negative consequences on your credit report, plus may lead your creditors to charge off your account if not already in charge-off status.

6. All CCCS budget and credit counselors are Certified Financial Professionals (credit counselors) with certification granted by the National Foundation for Credit Counseling after completing all certification course requirements. All certified counselors are required to have periodic training and continuing education to maintain their certification.
7. Clients and potential clients should not incur a negative impact on their Credit Report or Credit Score solely as result of obtaining budget and credit counseling by a CCCS Certified Financial Professional. CCCS does not report any information obtained during the budget and credit counseling session to the credit reporting agencies. However, negative credit information, such as late payments, bankruptcy or legal actions being taken against you already on your credit report will remain on your credit report for up to seven (7) years from the date of the last transaction on that account. Bankruptcy remains on your credit report for 10 years. Participating in budget and credit counseling will not result in the removal of these items.
8. CCCS does not accept or pay referral fees for the referral of clients.
9. At the conclusion of the counseling session, the counselor will issue a certificate from the USDJ/UST website. For face-to-face counseling sessions, the certificate is given to the client(s) at the conclusion of the counseling session and/or mailed to the attorney. For phone counseling sessions, the certificate is mailed to the client(s) at the conclusion of the counseling session and/or the attorney. The certificate is delivered promptly within a business day.
10. During the budget and credit counseling session, there will be an opportunity to discuss and potentially negotiate an alternative payment schedule with the unsecured creditors. If during the counseling session, it is determined that a Debt Management Plan will be beneficial to the client(s), the credit counselor will prepare a payment plan to pay the unsecured creditors. After reviewing and analyzing the client's financial situation a payment plan will be developed and a proposal made to each of the creditors for a modified payment amount. This plan is subject to the approval of all creditors and there is no guarantee of its acceptance.
11. It is the policy of CCCS to not release any personal client information to any third-party regardless of the source or how it was obtained. However, as a condition of providing budget and credit counseling service, CCCS could be required to disclose some client information to the EOUST in connection with the EOUST's oversight of CCCS, or during the investigation of complaints, during on-site visits, or during quality-of-service reviews.
12. The Executive Office of the United States Trustee is responsible for determining that CCCS has met all the requirements to perform budget and credit counseling. However, the EOUST's review is limited to only budget and credit counseling services (including bankruptcy pre-filing counseling), and where applicable, our providing personal financial management instructional courses (bankruptcy pre-discharge education). As a result, EOUST has neither reviewed nor approved any other services provided by CCCS. Approved to issue certificates in compliance with the Bankruptcy Code. Approval does not endorse or assure the quality of an Agency's services.

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13. A bankruptcy certificate will only be issued by CCCS after the successful completion of a budget and credit counseling session performed by a CCCS credit counselor. CCCS is obligated to issue the certificate promptly after the course completion. No certificates will be issued by CCCS for a counseling session performed by another agency. Approved to issue certificates in compliance with the Bankruptcy Code. Approval does not endorse or assure the quality of an Agency's services.

**I/we have read and fully understand the information on pages 5 and 6 of this Disclosure Form for Bankruptcy Pre-filing Clients.**

\_\_\_\_\_  
Filer's name

\_\_\_\_\_  
Joint Filer's Name (If applicable)

\_\_\_\_\_  
Filer's Social Security Number

\_\_\_\_\_  
Joint Filer's Social Security Number (if applicable)

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## Fee Waiver Policy (Effective January 12, 2024)

### (Updated for 2024 HHS Poverty Guidelines)

Consumer Credit Counseling of Springfield, Missouri, Inc (CCCS) has established a policy governing the waiving of fees charged by CCCS for its services.

The Assistant Secretary for Planning and Evaluation in conjunction with the U.S. Department of Health and Human Services (HHS) have established poverty guidelines used for administrative purposes, such as determining eligibility for certain federal programs. CCCS is using these guidelines to establish the guidelines that CCCS will use in determining the eligibility of our clients for a waiver of fees for our services.

CCCS will be using 150% of poverty guidelines as established by HHS. The chart below contains figures that are 150% of the established guidelines.

Use the following guidelines when a client requests a waiver of fees for any of our services:

# Persons in Family	Poverty Guideline	150%	Monthly
1	\$15,060.00	\$22,590.00	\$1,882.50
2	\$20,440.00	\$30,660.00	\$2,555.00
3	\$25,820.00	\$38,730.00	\$3,227.50
4	\$31,200.00	\$46,800.00	\$3,900.00
5	\$36,580.00	\$54,870.00	\$4,572.50
6	\$41,960.00	\$62,940.00	\$5,245.00
7	\$47,340.00	\$71,010.00	\$5,917.50
8	\$52,720.00	\$79,080.00	\$6,590.00
More than 8 in a family add \$8,070.00 for each additional person			