

Your Debt Management Plan *A Guide*



GreenPath[®]
debt solutions

Your Debt Management Plan
A Guide

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LETTER FROM THE PRESIDENT

Dear Client,

By enrolling in a GreenPath Debt Management Program, you have taken a positive step toward resolving your financial problems and achieving your future financial goals. Congratulations. It was a very good decision and you may already feel as if a weight has been lifted off your shoulders. In reality, though, your pursuit of success — through sound money management — is just beginning. Know you are not alone. You have made GreenPath your partner in money management and we are here to support you.

We will work with your creditors, help you balance your household budget and do everything we can to assist as you execute your plan to get out of debt and enjoy a bright financial future. And we will do it all with an unsurpassable commitment to the quality of our services. We look forward to working with you, to providing guidance, information and assistance whenever you call on us to do so. Please do not hesitate.

On behalf of GreenPath's nationwide staff of financial counselors, account maintenance coordinators and others, I wish you the very best in your efforts. It is, after all, your patience, dedication and hard work that will get you where you want to go financially. We look forward to celebrating with you when you arrive.

Sincerely,



Jane McNamara
President & CEO



YOUR DEBT MANAGEMENT PLAN

The first 60 to 90 days of your debt management program are extremely important as this is when GreenPath counselors will be negotiating credit arrangements, establishing payment dates, and dealing with the most critical issues on your behalf. During this time it is essential that you adjust to your new budget as well as accept the changes in spending habits needed in order to improve your situation.


Even though you know how dramatic a change you are making to execute your plan, not all of your creditors will understand or trust your new effort. Some will make seemingly impossible demands of you, but this is where our staff can be of great assistance. If you are feeling pressured from your creditors, inform us immediately. We can help with these situations.

Know that things are going to change, but not overnight. While it will take time for your creditors to accept your efforts as “your best,” your best is all you can offer. A continued demonstration of responsibility and commitment to the program will result in less pressure and stress as well as the elimination of your debts.

Making a Deposit

GreenPath must receive your full deposits to ensure that all of your creditors are paid. If you find yourself faced with a situation that may result in the need to reduce the amount of your deposit, please contact one of our account maintenance coordinators immediately.

If you are a manual depositor, please remember to include your full name and account number on the front of your money order or cashier check. GreenPath cannot accept cash or personal checks.



GreenPath recommends electronic funds transfer (EFT). Our experience has proven that clients who set up on EFT are more successful on the debt management program than manual depositors. If you are currently a manual depositor and wish to change to the convenience of EFT, please contact your financial counselor or account maintenance coordinator for more information.

To ensure the best handling of your account and the EFT process:

- Contact your center at least two business days in advance to make any changes to your withdrawal date or amount.
- When increasing an ongoing EFT deposit, scheduling a one time deposit that is more than your normal EFT deposit, or adjusting the ongoing deposit schedule (date EFT is pulled or frequency), changes must be authorized in writing. Email, fax, and mail all qualify as written authorization.
- If the account from which the funds are withdrawn needs to change (due to an account number change, new financial institution, etc) a new EFT authorization form will need to be completed.
- Know the dates of your withdrawals. The convenience of automatic withdrawal may be suspended after two consecutive nonsufficient funds (NSF) deposits or three in six months.

Submitting Creditor Statements and Bills

You will continue to receive monthly bill statements and letters from your creditors. Please review all bill statements for accuracy and then forward them to GreenPath every month.

GreenPath does not receive monthly bill statements from your creditors. It is imperative that we are able to review your bill statements to ensure that your payments are posting correctly and concessions are being applied. By having access to your bill statements on a monthly basis, we are able to identify and correct any issues that may occur quickly.

For your convenience, you can provide your monthly bill statements via mail, fax, or email (if you have the ability to scan). For security reasons, if you choose to email your monthly bill statements make sure to block out all but the last four digits of your account number.

Please provide the entire bill statement, not just the top “coupon.” Do not send the preprinted envelopes provided by the creditors.

A Note About Utility Bills

If you selected to have GreenPath pay your utility bills, please read below.

Because charges can vary month to month, we will need extra money to pay the full amount due if you ever receive a bill for more than the budgeted amount. If extra money is not received by GreenPath, you may become past due and your service(s) may be disconnected.

If you do receive a shut off notice, contact our office immediately. If notice is timely enough, we will be able to make arrangements on your behalf. Failure to do this may result in your utilities being shut off.

Occasionally, you may receive a settlement agreement from your utility bills based on the arrangements your financial counselor has set up with them. A settlement agreement, an extension, or any other formal document may require your signature. Check with our staff immediately because there are strict time limitations with these types of arrangements. Consult with us before making any payment arrangements with a creditor.

Paying Insurance Premiums

It is very important for you to maintain insurance coverage to protect against the unexpected. GreenPath does not pay any type of insurance premiums (house, car, life, etc.) on behalf of its clients. These expenses are paid by you from the funds in your home budget. If you have questions about your home budget and the payment of your insurance policies, please talk to a financial counselor at your earliest convenience. You can schedule a review session with a financial counselor whenever you need one.

Dealing with Changes to Your Financial Situation

Since the success of your debt management program depends on your cooperation and communication with a financial counselor and/or account maintenance coordinator, we look forward to hearing from you. If your situation changes and you are concerned about how it will affect your debt management program, contact us immediately.

- Call the office: Explain your situation in detail to the account maintenance coordinator or a financial counselor so that a solution to your situation can be investigated.
- If your situation is complex, please request a review appointment with one of our financial counselors. Reviews are generally scheduled when:
 - There is an increase or decrease in income
 - Deposits become irregular
 - There is a major change in your life-style (divorce, marriage, pregnancy).

Please allow time for a financial counselor/account maintenance coordinator to investigate your inquiry and return your call.

If we don't hear from you, we will contact you at least annually to determine if a scheduled review is appropriate

Dealing with Calls from Creditors

If you are currently receiving collection calls, it may take some time before they stop as we wait for proposals to be accepted and concessions applied. If you continue to receive calls, be pleasant. Never yell or hang up on the creditor. Take the time to speak with the creditor and explain your situation, mentioning that you are working with a financial counselor. Sometimes creditors will attempt to convince you to send in extra money for one reason or another, but do not do it. Instead, refer the creditor to your financial counselor or account maintenance coordinator for payment amounts and

dates. If the creditor refuses to contact GreenPath, ask for a name and phone number. You can then notify your financial counselor or account maintenance coordinator with the information.

Your Monthly Statement

You will receive a monthly statement from GreenPath, much like you receive a monthly statement from your financial institution. Your monthly statement includes details about the deposits you have made to GreenPath, the payments we have made to creditors on your behalf, and the balance in your GreenPath account at the end of the month. A sample statement is shown on pages 12 and 13.

Accessing Your Account Information Online

1. Visit www.greenpath.com
2. Click on "Client Login"
3. Enter your Account # _____
4. Enter your Password _____

For more information about GreenPath's website, please refer to page 22.

You will now have access to information specific to your account, including:

- Your DMP agreement
- Client newsletters
- EFT enrollment/change forms
- Monthly statements (six-month history)
- Deposit receipts (if applicable)



3210 Eagle Run Dr NE, Suite 102
 Grand Rapids MI 49525
 Questions: 1-866-476-7284
 Fax: (616) 942-2227
 www.greenpath.com



Monthly Statement
 June 2008
 Account Number
 1234567

If you would like to receive your monthly statement via email, contact your office for more information.

To ensure proper posting of creditor payments, please verify that all information is accurate.

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AUTO3-DIGIT 117
 JANE DOE
 123 ANYSTREET
 ANYWHERE, USA 12345

New York Banking Department
 1-877-226-5697

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A minimum deposit of **\$225.00 weekly** is necessary to maintain the payment agreement with your creditors. Our records indicate that we have received at least one statement from you during the month of June 2008. Thank you for sending in your statements! Please continue to forward any creditor correspondence to the office address listed above. If you are not receiving statements from your creditors or if you have any questions, please contact us at **1-866-476-7284**.

Date	Transaction Description	Deposits	Creditor Payments	Fee	Balance
06/01/2008	BALANCE FORWARD				\$385.65
06/03/2008	MONTHLY FEE			\$50.00	\$335.65
06/06/2008	DEPOSIT	\$225.00			\$560.65
06/06/2008	LOWES -.0723		\$15.00		\$545.65

06/06/2008	DEPOSIT		\$225.00	\$560.65
06/06/2008	LOWES - 0723		\$15.00	\$545.65
06/06/2008	LOWES - 3994		\$47.00	\$498.65
06/11/2008	CAPITAL ONE - 3752		\$30.00	\$468.65
06/12/2008	HSBC BANK - HSBC CREDIT - 1548		\$24.00	\$444.65
06/13/2008	DEPOSIT		\$225.00	\$669.65
06/13/2008	SEARS - 7177		\$47.00	\$622.65
06/13/2008	RUBIN & ROTHMAN ATTORNEYS - 6646		\$182.00	\$440.65
06/13/2008	HOME DEPOT - 6275		\$128.00	\$312.65
06/13/2008	RUBIN & ROTHMAN ATTORNEYS - 6646		\$250.00	\$62.65
06/16/2008	MACYS CREDIT AND CUSTOMER SERVICES (FORMERLY FACS) - 0438		\$15.00	\$47.65
06/16/2008	MACYS CREDIT AND CUSTOMER SERVICES (FORMERLY FACS) - 9410		\$18.00	\$29.65
06/16/2008	JC PENNEY - 3567		\$25.00	\$4.65
06/17/2008	MACYS CREDIT AND CUSTOMER SERVICES (FORMERLY FACS) - 0438		(\$15.00)	\$19.65
06/17/2008	MACYS CREDIT AND CUSTOMER SERVICES (FORMERLY FACS) - 9410		(\$18.00)	\$37.65
06/18/2008	MACYS CREDIT AND CUSTOMER SERVICES (FORMERLY FACS) - 9410		\$18.00	\$19.65
06/18/2008	MACYS CREDIT AND CUSTOMER SERVICES (FORMERLY FACS) - 0438		\$15.00	\$4.65
06/20/2008	DEPOSIT		\$225.00	\$229.65
06/20/2008	GE MONEY BANK & RETAIL - 0576		\$47.00	\$182.65
06/23/2008	RETAILERS NATIONAL BANK / TARGET FINANCIAL - 8790		\$22.00	\$160.65
06/27/2008	DEPOSIT		\$225.00	\$385.65

This is the balance in your GreenPath account on the last day of the month — not an indicator of your remaining debt or surplus funds.”

06/30/2008	ENDING BALANCE			\$385.65
Monthly Totals				
	Deposits		Creditor Payments	Fees
	\$900.00		\$850.00	\$50.00
YTD Totals				
	\$5,175.00		\$4,918.00	\$300.00



YOUR RIGHTS AND RESPONSIBILITIES

As a GreenPath client, you are entitled to:

- Expect the financial counselor or account maintenance coordinator to review the bill statements you send in every month for accurate posting of payments to creditors.
- Request a formal review of your records with one of our financial counselors.
- Express any concerns you may have about the services you are receiving on the debt management program.
- Receive a timely response to your phone and e-mail messages. If you leave a message for a staff member, expect a response within one business day. If you do not receive a response, please contact us to make certain your message was received.
- Close your program upon request.

As a GreenPath client, you are responsible for:

- Making full and timely deposits. Payments cannot be disbursed to your creditors until we receive your deposit.
- Reviewing and forwarding all statements and letters from your creditors to GreenPath every month.
- Following the home budget set up with a financial counselor.
- Making any changes recommended by your financial counselor. These changes can be found in the action plan.
- Explaining all situations that create a need to change your program to your financial counselor or account maintenance coordinator.

What to Expect from Our Staff

In your service, GreenPath staff will:

- Maintain the highest level of professionalism
- Deliver high-quality services with integrity
- Adhere to all applicable state and federal laws, as well as to GreenPath's corporate policies and procedures
- Teach money management skills and guide you to long-term financial self-sufficiency while protecting your privacy and confidentiality
- Provide counseling and debt management services, charging a fee based on compliance with state laws
- Protect the confidentiality of your debt management program by disclosing information only to those with a right to know
- Provide services that meet or exceed your expectations
- Demonstrate GreenPath's commitment to quality and continuous improvement

Making a Complaint

If our services are not meeting your expectations, file a complaint by following these steps:

1. Contact a financial counselor to state the nature of your complaint. He/she will try to resolve all of your questions and concerns.
2. If the financial counselor is unable to assist in the complaint, then ask to speak to the manager.
3. If the manager is unable to resolve the complaint, contact the Quality Department at (888) 776-6735, option 0. The receptionist will transfer you to an available Quality Team member who will help you resolve the complaint or issue.



DEBT MANAGEMENT PLANS AND YOUR CREDIT HISTORY/RATING

Due to your current financial emergencies, it was necessary to reduce some of your creditor payments. This may impact your credit file history.

The Debt Management Plan payment may be less than the required minimum payment on your statement. This could result in late fees, or accounts reflecting past due on your credit report. To avoid late fees or delinquency on your credit cards, you may want to pay the difference between the DMP payment amount and the required minimum until proposals are accepted and your accounts are re-aged. Please note that not all creditors re-age accounts.

Because there is a variance in how creditors report payments through our agency to the credit bureau, you may find that your “credit history” may either show improvement (through special arrangements) or that it has a more negative rating. Keep in mind that the circumstances which led you to our company may have already had a negative impact on your credit file, which is beyond our control, and something for which we cannot be held responsible.

When negative information is accurate, only time will remove it from your credit file history. Credit bureaus are permitted by law to report bankruptcies for up to 10 years and other negative information for up to seven years. There is nothing that you (or anyone) can do to remove accurate negative information until the reporting time has expired. Be leery of agencies that advertise they can remove bad credit (for a fee) from your credit file.

Your Credit Report

Your credit report directly impacts your ability to obtain a credit card, buy a car or home, rent an apartment, or even get a job. GreenPath offers personal credit report reviews. We will be happy to review your credit report, help you understand it, explain your rights under the Fair Credit Reporting Act (FCRA), and offer guidance on how to correct inaccurate information. We can provide the report as part of the review or you can obtain the credit report on your own.

Under the FCRA, you are entitled to a free copy of your credit report every year from each of the three credit bureaus. To obtain your free reports, go to www.annualcreditreport.com.

The three major credit bureaus are:

Experian

1-888-EXPERIAN
(888-397-3742)
www.experian.com

Equifax

1-800-685-1111
www.equifax.com

Trans Union

1-800-916-8800
www.transunion.com

Note: If you have been refused credit in the past 60 days due to information found on your credit report, you are also entitled to a free copy of your credit report.



BUDGETING ON YOUR PROGRAM

Developing a budget can be tedious and time consuming, but it's more than worthwhile — it is absolutely critical. Your GreenPath Counselor has helped you develop an initial household budget, but it is only a starting point. Things change all the time and so checking actual income and expenses against the budget — and making adjustments, as needed — is critical to your success.

Now That You Have An Initial Home Budget

- Hold a family meeting to review and discuss the goals and budget you and your counselor have developed. If everyone involved understands the family's goals, they will work harder in helping to accomplish them.
- Use the worksheet included in this book, or any other worksheet or budgeting tool of your preference, to transfer the information from the existing budget into your new plan.
- Assign a specific paycheck each month (i.e., "Pay 1" or "Pay 2") to each expense item. Pay 1, for example, may pay car insurance, groceries, work-related child care and your deposit to GreenPath, while Pay 2 may cover medicine, babysitting and fuel for the family's automobiles.
- With this plan in place, track your actual spending to determine if it is realistic. Keep receipts; write down your expenses on a small pad of paper or an expense booklet, use a calendar to record daily expenses, or use budgeting software.
- After four pay periods, review your planned expenses, or the amount that you thought you would spend, and compare it to what you actually spent during the month. Is the plan you established realistic? Why or why not? What changes need to be made? If serious adjustments need to be made (for instance, if you have forgotten expenses that need money allocated toward them in order for your budget to

work) contact your financial counselor for a review appointment. It is important and necessary for you to discuss these types of situations with your financial counselor.

- Get organized! Keep good records and file important documents in a safe and readily-available location.
- Start a home file and once your affairs are in order, purchase a file drawer or open a safe deposit box.
- Periodically evaluate your budget. Is your budget still helping you meet your needs and achieve your goals? Budgeting worksheets or computer tools such as BudgetSmart can make this task easier.

Changing Your Spending Behavior

Sticking to your budget requires discipline. Here are some tips:

- Avoid impulse purchases.
- Spend only on needs, not wants. You need shelter and food. You don't need movie channels, vacations or high-speed internet.
- Take control of your finances by eliminating fees for late payments, bounced checks and over-the-limit spending.

Look for opportunities to lower expenses and increase income.

Opportunities may include:

- Putting charitable contributions on hold
- Eliminating premium cable channels or shopping for a better rate, promotional package, etc.
- Eating out less frequently or taking advantage of budget menus
- Car pooling to work and combining errands when you are driving
- Trading babysitting, rather than paying for this service
- Trying other cost-cutting ideas promoted at sites like www.greenpath.com/university
- Considering a second job, even temporarily
- Adjusting your income tax withholding

Completing Your Program

When you have reached your goal of getting out of debt or when you or your financial counselor feels it is time for you to handle your own finances, you can schedule an Exit Review appointment, during which your counselor will:

- Review the status of your creditor accounts (last payment made, next due date, etc.)
- Review your home budget once again to make sure it is realistic
- Help you establish an easy-to-follow payment schedule for you to use in paying your creditors
- Provide other information and tools (budget worksheets, educational brochures, etc.) to help you successfully handle your own finances

The Exit Review helps you to be more successful in handling your own finances.

Budgeting Tools

BudgetSmart

BudgetSmart is an easy to use software tool to help you manage your money more effectively. BudgetSmart can be used to:

- Establish a budget
- Track spending
- View suggestions for improving areas of overspending (or inadequate savings)
- Experiment with “what if” scenarios to determine how a major purchase or change in income would impact your budget

Ask your counselor for more information on how you can obtain a copy.

My Path to Financial Freedom

Living paycheck to paycheck is far too common in this day and age, making it difficult to manage, let alone save, our money. Unexpected expenses and emergencies often keep us struggling to simply maintain the status quo, making a better future seem like an elusive dream that can never be obtained. GreenPath is invested in your success and strives to equip you with the knowledge and tools to assist in achieving your goals. It is never too early or late to improve your financial literacy.

My Path to Financial Freedom is an e-course created entirely by GreenPath financial counselors and features our best advice and resources on a variety of relevant personal finance topics, including:

- Budgeting
- Credit Reports
- Saving and Investing
- Smart Shopping
- Home Ownership
- Identity Theft and more!

Helpful tools, calculators, and worksheets are also included in the course to help you communicate with your financial partner. An extensive glossary will assist you in strengthening your financial vocabulary.

If you have not yet purchased the e-course, please contact your counselor for more information on this beneficial tool.

Credit When Credit Is Due

If you do not have access to a computer, Credit When Credit is Due (CWCID) is an alternative resource to improve your financial knowledge. CWCID is a self paced, 12 lesson course designed to help you gain better comprehension of financial issues and provide the motivation to pay off and stay out of debt.

With CWCID you will learn:

- How credit works
- Difference between different mortgage types
- Lender requirements
- How to improve your credit score and more!

Each lesson has an open book test that is graded pass or fail. Upon completion of the 12 tests, please mail your answer key to:

Outsource Solutions

PO Box 2990

Dearborn, MI 48126

Within 6 weeks you will receive your grade and a packet congratulating you on the successful completion of the CWCID program.

If you are interested in purchasing CWCID, please contact your counselor for more information.

GreenPath Products and Services

Find out more about GreenPath services and educational resources by visiting www.greenpath.com. There you will find:

Ask the Expert

Do you have a question about your financial situation or the options available to you? We have posted the answers to some of the most common questions. Plus, you may submit your own questions on the Ask the Expert page of our website at www.greenpath.com.

The Ask the Expert message board is moderated. When you submit your question, it gets sent directly to a GreenPath financial counselor who will either send you an answer by e-mail or a notification that your question and answer have been posted to the board.

Debt Free in Due Time

Many people struggle with sudden or ongoing financial challenges, making it difficult to get a good handle on paying down their debt or even saving for their future. Financial counselors at GreenPath have put together an educational 70 page resource guide with advice on how to help manage

debt and how to plan for a successful financial future. Debt Free in Due Time includes useful worksheets, sample letters and guidance on important topics which include:

- Creating your household budget
- Utilizing resources
- Dealing with urgent situations such as calls from creditors and utility shut offs
- Implementing your personal debt reduction plan
- Understanding your credit report and improving your score

A free download of Debt Free in Due Time is available on GreenPath's website, www.greenpath.com/university or a hard copy can also be requested for free by calling GreenPath's First Contact Center at 888-776-6735.

GreenPath University

Reading, writing, and arithmetic were likely covered during your academic career, but what about your financial education? Were you ever taught the basics of finances? For the vast majority of individuals, the answer is a resounding no.

GreenPath University exists to provide visitors with a high-quality, user-friendly, free financial education website. The content has specifically been chosen by GreenPath financial counselors to ensure you have access to the most up-to-date money management resources in the industry — where and when you need it.

You will find a comprehensive collection of current articles on topics such as paying for college, increasing savings, managing money, rebuilding your credit, and more! Also, you will find useful financial calculators and educational videos and games.

Simply go to www.greenpath.com/university to learn more.

Information About Other GreenPath Services

Learn more about Greenpath's additional services such as credit report reviews and housing counseling.

BUDGET WORKSHEET

(A chart like this one can help you plan and track your budget every month)

INCOME		
List all monthly net income (net income is after taxes and other deductions).		
Income Source	Current Estimated Net Income	Actual Income This Month
Employment (Primary)	\$	\$
Employment (Spouse)	\$	\$
Investment	\$	\$
Social Security	\$	\$
Alimony or Child Support	\$	\$
Family	\$	\$
Commissions	\$	\$
Other	\$	\$
Total Net Income	\$	\$
EXPENSES		
(Fixed expenses stay the same from month to month, while variable expenses change. For variable expenses, calculate a monthly average).		
	Current Estimated Monthly Expenses	Actual Expenses This Month
Mortgage / Rent	\$	\$
Second Mortgage	\$	\$
Equity Line	\$	\$
Property Taxes	\$	\$
Auto 1	\$	\$
Auto 2	\$	\$
Boat	\$	\$
Waverunner / Snowmobile	\$	\$
Motorcycle	\$	\$
Furniture / Appliances	\$	\$
Other	\$	\$
Homeowner's / Renter's Insurance	\$	\$
Cable / Satellite	\$	\$
Gas	\$	\$
Electric	\$	\$
Internet	\$	\$
Water, Sewer, Garbage	\$	\$
Auto Insurance	\$	\$

	Current Estimated Monthly Expenses	Actual Expenses This Month
Telephone	\$	\$
Child Support / Alimony	\$	\$
Daycare	\$	\$
Student Loans	\$	\$
Life Insurance	\$	\$
Tuition	\$	\$
Tolls, Parking, Buses	\$	\$
Auto: Fuel	\$	\$
Auto: Service	\$	\$
Clothing	\$	\$
Dry Cleaning	\$	\$
Groceries	\$	\$
Alcohol / Cigarettes	\$	\$
Household Items	\$	\$
Dining Out	\$	\$
Entertainment	\$	\$
Religious / Charity	\$	\$
Pet Care	\$	\$
Doctor Visits	\$	\$
Prescriptions	\$	\$
Cellular Phone	\$	\$
Other	\$	\$
Total Expenses	\$	\$
Expected Surplus/Deficit	\$	\$

(Subtract expense total from income total)

FREQUENTLY ASKED QUESTIONS

Q. How long after I send you my paperwork do you start contacting my creditors?

A. Once your first deposit has cleared and your program has been set up, we will schedule proposals to go out to your creditors and payments according to your monthly due dates. Depending on the creditor's policy, the proposal may go out later due to when the first payment is scheduled.

Q. How do I know when my proposals are accepted?

A. Some creditors may send you a letter in the mail stating if they have accepted you on the program and the terms. Otherwise, you can contact GreenPath at any time to get an update on your proposal statuses or even contact your creditors on your own.

Q. How long do I need to send in the difference of the Debt Management Program payment and my minimum payment on my statement?

A. Typically, we suggest sending in the difference of the payments until the creditor has accepted the proposal, this could be anywhere from 1-3 months.

Q. When can I expect to see the lower payments and interest rates reflect on my billing statements?

A. Depending on your creditor's policy, generally once they accept your proposal and receive 1-3 payments from GreenPath they will reduce your interest rate and monthly payment. You should continue to review all of your billing statements and forward them to GreenPath so we can make sure that the creditors are providing the correct concessions.



(866) 476-7284 • (248) 699-1613 fax
www.greenpath.com