



Credit Card Management Services, Inc.

A Non-Profit Company

Quarterly Newsletter
August 2003

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August 2003

An Introduction to our Quarterly Newsletter

In an effort to better communicate and inform our clients of changes to their accounts as well as educate our clients on important issues regarding their credit, CCMS would like to introduce our first quarterly newsletter. One of the most important, yet often overlooked aspects of the Debt Management Plan (DMP) is education. Inside this issue and future issues, our main goal will be to keep you informed of important issues and concerns that may affect your DMP and your overall credit status.

These areas may include:

1. Changes to creditors' guidelines that may affect your DMP.

As some of you may already know, your

creditors control the terms of condition for your DMP. These guidelines are not always set in stone and, in some cases, your creditors may alter their guidelines without warning. We hope that by communicating with you through this newsletter, you will have a better understanding of what your creditors expect from the both of us.

2. Service-related notices from CCMS.

CCMS is committed to making your DMP as easy and convenient as possible. In the recent past we have added new payment options to help fulfill this commitment. We will continue to strive to improve your ability to communicate and make

payments and we will always include important updates in our newsletters.

3. Information on how to improve your credit rating for the long-term.

One of the basic long-term benefits to your DMP is that, given time and consistent payments, your credit rating will improve. One of the most satisfying experiences as a credit counselor is having our clients call to say that they have been able to purchase a new automobile or home or refinance. CCMS will be using this newsletter as a vehicle to provide information and advice on improving your credit rating so that you will be in a better position when making major purchases in the future.

Feeling Overwhelmed?

Some clients that begin on the DMP suffer unforeseen hardship (loss of employment, disability, etc.) that make their payments even more difficult to handle. Many are surprised when they learn that CCMS may be able to further reduce their payments in these times of distress.

In order to be eligible for a payment reduction, most creditors require at least 9 months of consistent, on-time payment history. If you have been on the DMP for 9 months or more and are having difficulties, or foresee difficulties in the near future, please contact our Client Service Department to inquire about lower payments. We will contact your creditors in an effort to further reduce the payments.

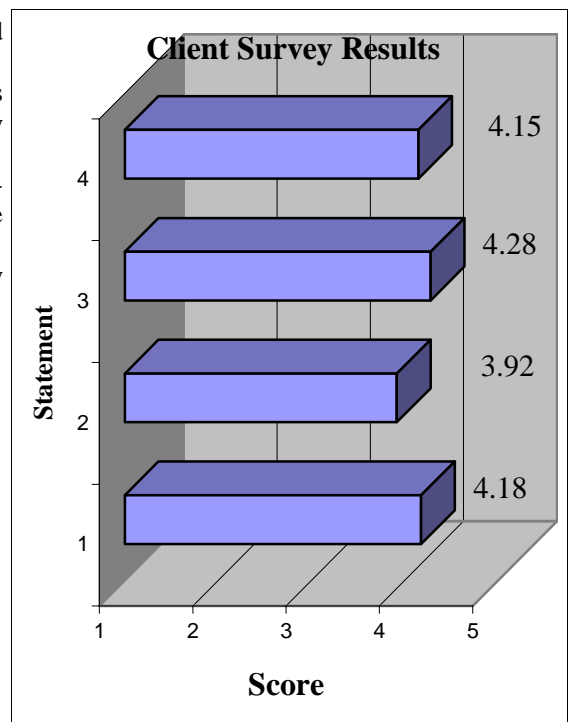
Keep in mind that not all creditors are willing to reduce your payments and reduced payments will increase your time of pay-off. Therefore, the should only be requested in cases where it is absolutely necessary in order to continue fulfilling your financial obligations.

Client Survey Results

We have compiled and would like to share the results of April's client survey. CCMS sent a survey to approximately 25% of our clients in order to get a better understanding of how you feel about our service and also to locate areas of needed improvement. The following statements appeared on the survey and were rated on a scale of 1 (strongly disagree) to 5 (strongly agree):

1. CCMS has helped me managed my financial obligations.
2. CCMS customer service provides timely and accurate solutions to my account problems.
3. My CCMS Counselor was compassionate and professional in setting me up on the debt management program.
4. I would recommend CCMS to my friends, relatives and co-workers.

From the 1,000 surveys sent, we received approximately 200 surveys in the past few months. CCMS appreciates all of the responses and we welcome similar feedback in the future. CCMS will evaluate your responses and write-in comments to ensure your satisfaction. Although we are encouraged by the results of the first survey, we are committed to improving our scores in our winter survey and beyond.





The Importance of Monitoring Your Statements

One of the most difficult obstacles that we face on a daily basis is the information gap between our clients, their creditors and our agency. Unfortunately, CCMS does not receive our clients' monthly statements and we therefore have limited ways of knowing when there is a problem with your account. Therefore, it is extremely important that you monitor each and every monthly statement or other correspondence from your creditors. Reviewing your monthly statements will allow you to spot potential issues with your accounts that may not be easily recognizable otherwise. The following are areas that you should particularly concentrate on in order to make sure that your accounts are properly set-up on the DMP:

- 1. The APR**— When your proposals have been accepted to initiate your DMP, your APR is locked into the lower amount agreed upon by your creditors. A change in the APR may be an indication that your creditor has removed the account from the DMP.
- 2. Past due amounts**—Some creditors may continue to show your account past due even after 3 consecutive payments. Although they discontinue late fees, some creditors are not willing to re-age your account automatically. If your account shows a past due amount, your creditor may be reporting your account as past due to the credit bureaus, thus hindering your credit score. In order to bring your account current, you may either pay the past due amount that they show on your statement or you can contact CCMS to have us request a re-age on your account.
- 3. Due date**—Please remember that if your account is due with CCMS on the 1st of the month then your due date with your creditors should be set for the 15th-20th of the month. Likewise, if your due date with CCMS is on the 16th, then your due date should be set at the end of the month.

If you notice a discrepancy on your statements regarding any of the above items, please contact our Client Service Department as soon as possible. Remember to keep a record of your past statements in an organized file. Old statements will allow you to provide quick reference in cases of dispute with your creditors. It also will enable you to monitor the progress you've made on your accounts.

Address Reminder:

All payments and correspondence should be sent to the address below. Please do not use any other address or P.O. Box. This will ensure your payment arrives on time and is promptly posted to your account. Also, clients who use electronic payments through their banks should verify payments are being mailed to the correct address.

Credit Card Management Services, Inc.

4611 Okeechobee Blvd. Suite 114
West Palm Beach, FL 33417
Phone: 1-800-920-2262
Fax: 1-866-561-2262
Web: www.debthelper.com

Pay Your Bill on the Internet

Now you can pay your monthly bill right on the Internet. Go to our website at www.debthelper.com and click on the 'Payment Options' link. Under 'On the Web', click the 'Pay on the Web' link. Follow the instructions and your payment will be processed the next business day. Once you make an online payment your account information is stored on a secure website making future transactions accurate and faster.

Clients can continue to pay by mail, in person, by phone or through automatic debit, but the web payment option is the easiest way to make a payment 24 hours a day. If you have any questions or difficulty making a Web payment, please call our Client Service Department for assistance.

New Payment Disbursement Schedule

Effective July 10, 2003, CCMS began disbursing payments to your creditors twice a week. In addition to our regular Thursday disbursement, we are now also disbursing funds on Mondays. When Monday is a bank holiday, the disbursement will be Tuesday. Changes for the Thanksgiving, Christmas and New Year's holidays will be communicated in the fall Newsletter.

Money orders and cashier's checks are always disbursed as soon as possible. Personal checks, check by phone payments and Internet payments are disbursed as soon as the bank makes the funds available to us.

For mailed payments, it's very important you allow five days for your payment to reach our office. The best way make sure your payment arrives on time is by setting up automatic monthly debit.

Please refer to this schedule when planning your payment:

- Checks received in the mail or in person, and payments by phone or Internet payments processed on Thursday, Friday or Monday – funds disbursed on the next Thursday.
- Checks received in the mail or in person, and check by phone payments or Internet payments processed on Tuesday or Wednesday – funds disbursed the next Monday.

Keep in mind web payments and payments by phone are *processed* by our office the next business day.

Contact our Client Service Department for questions regarding your payments or to set up automatic deduction from your checking or savings account.

Office Hours:

Counseling:
Monday-Thursday 9 a.m.—10 p.m. ET, Friday 9 a.m.—5 p.m.,
Client Service:
Monday-Thursday 8 a.m. –9 p.m. ET, Friday 8 a.m.—5 p.m.