



2020

**INCHARGE DEBT
SOLUTIONS**

COMPANY OVERVIEW & 2019 ANNUAL REPORT

The President's Address

InCharge had another great year helping Americans triumph over debt.

We served 96,624 people in 2019, nearly two-thirds of them low-to-moderate income consumers. Our clients unloaded \$119 million in credit card debt, \$9 million more than in 2018.

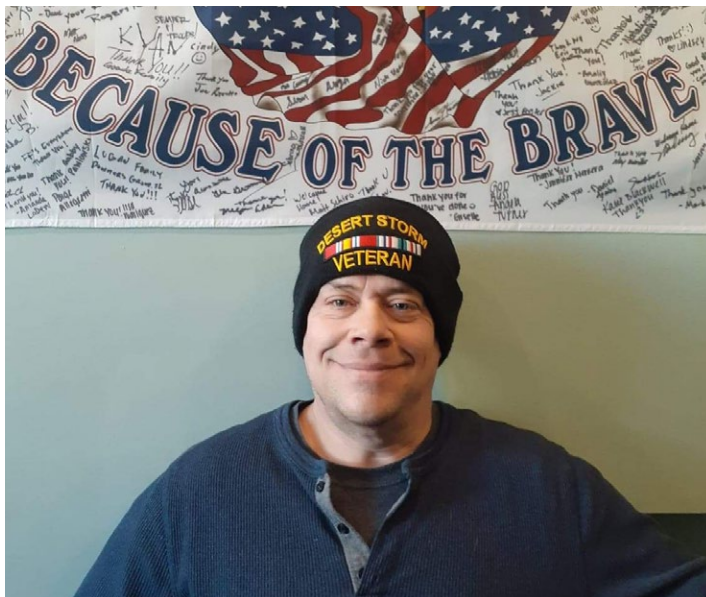
Our debt management program helped many clients pay back the debt they built up after setbacks: death in the family, illness and job loss. Overcoming hardship is the big story for 2019. Our counselors didn't just offer financial guidance, because that's not enough. They also shared thousands of resources to help clients connect with prescription drug relief, career assistance, food and utility relief.

Our goal is not simply to get our clients out of debt, but help them triumph over adversity.

Mike Bell is a great example of who and what I'm talking about. Mike is a Navy veteran, who served in the Gulf War and called us when his credit card debt reached \$18,000. He said his situation was so desperate, he was ready to throw in the towel and declare bankruptcy.

"I couldn't see any other way out," Mike said. "I was trying to pay something every month just to get debt collectors off my back, but they started making all kind of threats and I got scared."

Mike went online and found InCharge. When he called, our credit counselor listened to his story and suggested he slow down on declaring bankruptcy. The \$18,000 in credit card debt wasn't the only problem. Mike didn't have a budget. He was paying everyday bills with credit cards. He didn't know much about how interest rates and late payment penalties affected his balance every month.



Mike Bell

InCharge credit counselors not only helped Mike Bell eliminate \$18,000 in credit card debt, they also helped him start a savings account, a retirement account and emergency fund.

"About half the mail in my box everyday was pre-approved offers from credit card companies," he said. "I figured if I was already approved and all I had to do was fill out a form, why not?"

Soon the cards arrived – 12 of them over time – and Mike was hooked. He charged everything from lunch at the local diner to \$5,000 worth of new kitchen appliances. He thought making minimum payments was all you had to do, but keeping pace with 12 cards got messy, so he quit that. When the balance kept building, so did his frustration.

Oh, and there was one other thing. When Mike got back from Operation Desert Storm, doctors told him he had Gulf War Syndrome. The VA describes that as:

"A cluster of medically unexplained chronic symptoms that can include fatigue, headaches, joint pain, indigestion, insomnia, dizziness, respiratory disorders and memory problems."

Try figuring out 12 credit card payments a month when you're up against that mountain of problems every day.

"I felt like I was about bankrupt in every way," Mike said.

InCharge counselors got Mike to give up the credit cards and go on an affordable budget. That is gratifying enough, but it wasn't all we did for his financial health.

"My credit score was down in the 200s when I started with InCharge," Mike said. "It's up around 670 now. That's not great, but it's a lot better than it was. And I've actually got a savings account now and I'm even starting a retirement account. I feel a thousand percent better about the future of my finances."

Our goal is not simply to get our clients out of debt, but help them triumph over adversity.

In the summer of 2019, Mike Bell made his last payment and is now debt free, just three and a half years after talking to a credit counselor.

I'm proud of what we did for Mike Bell and the thousands of other credit counseling clients: helping to overcome hardship, pay off debt and move toward financial health. This is what we're in business for at InCharge.


President & CEO

IN THE COMMUNITY

The Helpful Hands of InCharge



Team InCharge packing food for veterans



Honoring veterans with Wreaths Across America



OUR SERVICES

We deliver the highest quality counseling and educational services to consumer groups including military families, students, teachers, employers and employees.

Budget & Credit Counseling

Professional, certified counselors deliver one-on-one counseling on developing budgets, managing money, using credit wisely and building a savings plan.

Debt Management Programs (DMP)

Our debt management program helps clients pay off their credit card debt in 3-5 years with lower interest rates and a consolidated monthly payment.

Housing Counseling

InCharge Debt Solutions is an approved U.S. Department of Housing and Urban Development (HUD) counseling organization and is proud to offer Housing Counseling services to consumers, in person, via telephone, and online. Our certified counselors help borrowers understand the financial requirements for financing, owning and maintaining a home.

Bankruptcy Counseling & Education

InCharge is approved to issue bankruptcy certificates for Pre-File credit counseling and the Pre-Discharge debtor education course. InCharge and its affiliates have provided over 1 million bankruptcy course sessions since 2006.

Financial Literacy Education

Financial literacy programs are customized for students, teachers, the military, debt-distressed and low-income clients. InCharge provides workshops, online courses, webinars, printed and electronic books, newsletters and an extensive library of articles and tools available on InCharge.org.

Student Loan Counseling

We help student loan borrowers improve their budget, understand their loans and payment relief options available to them from the US Department of Education.

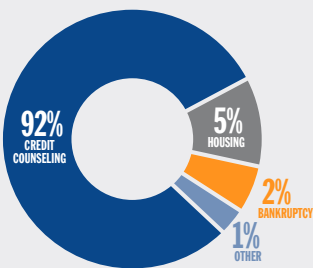
Credit Report Education

InCharge offers Credit Report Education to help clients better understand their credit report and how to dispute inaccuracies. Our counselors provide an action plan with education on how to improve your credit score by making on-time payments, paying off old debt and reducing credit utilization.

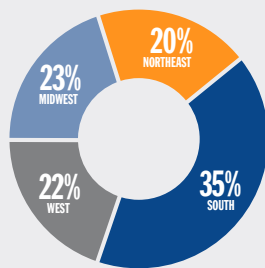
InCharge 2019 Fast Facts

Web Visits.....	3,267,331
Budget/Credit Counseling Sessions	96,624
Bankruptcy Sessions.....	17,270
Housing Counseling Sessions	6,113
Community Workshops/Seminars.....	94
Attendees Educated (workshops/seminars).....	2,075
Low to Moderate Income Clients Served.....	60,771
Credit Card Debt Repaid by InCharge Clients....	\$118,977,114

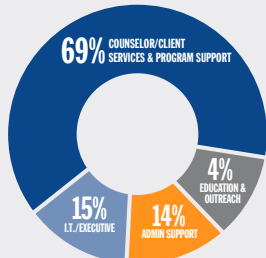
Counseling Programs Split



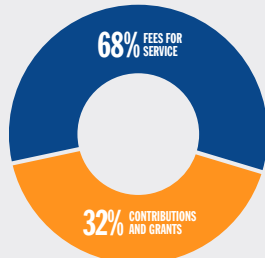
Clients Served by Region



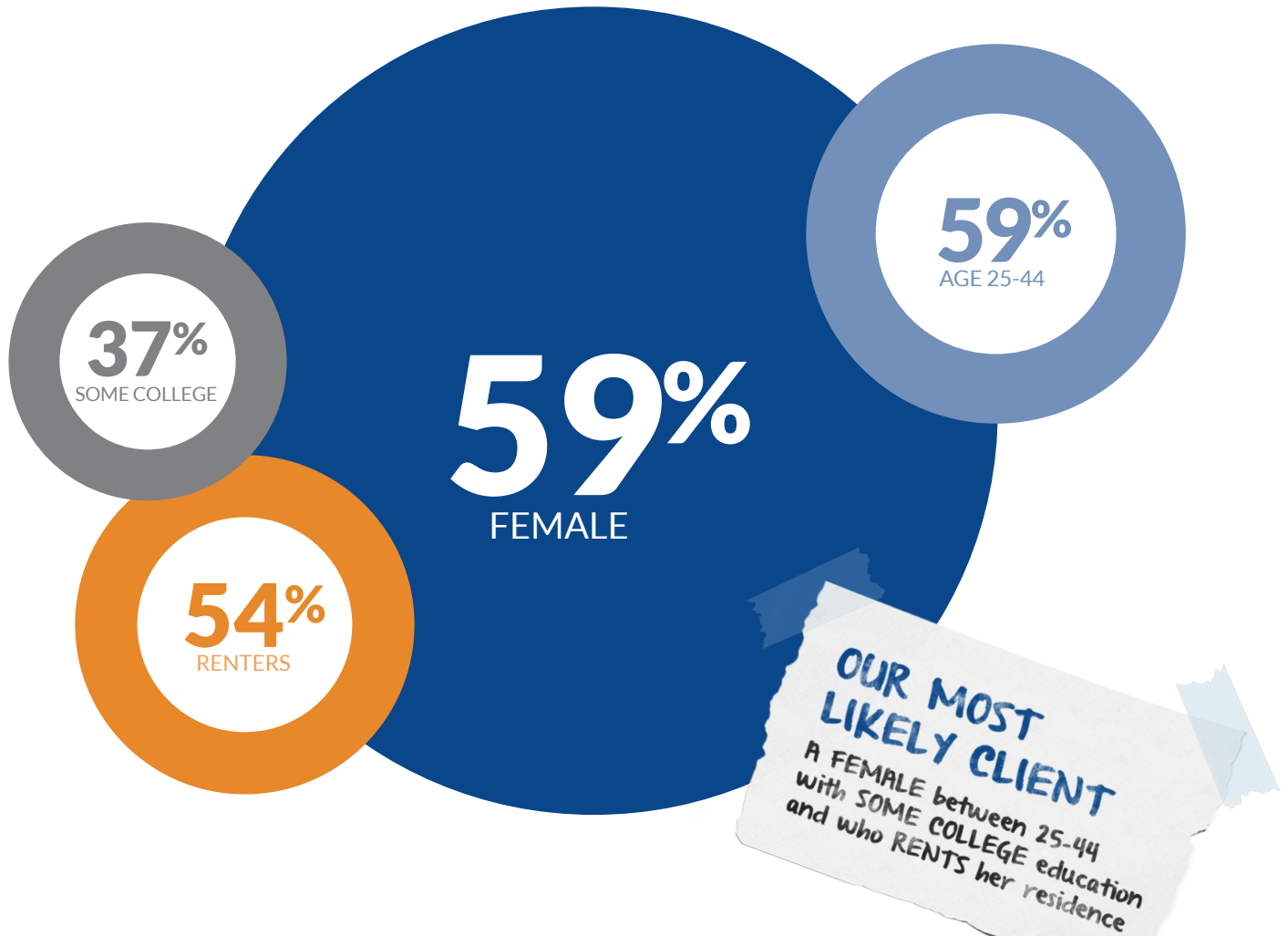
Employee Function Split



Funding Sources



CLIENT DEMOGRAPHICS



Client Debt Cause

Reduced Income	25%
Poor Money Management	23%
Unexpected Expense.....	15%
Other.....	14%
Medical Expenses	9%
Divorce/Separation.....	8%
Death in Family	6%

Client Marital Status

Single	48%
Married	34%
Sep./Div	16%
Widowed	2%

Client Housing

Rent.....	54%
Own	30%
Live with Friends/Family.....	16%

Client Gender

Female	59%
Male	41%

Income vs Credit Card Debt



Average Income

\$39,257

Average CC Debt

\$15,276

Client Age

18-24	14%
25-34	35%
35-44	24%
45-54	14%
55-64	8%
65+	5%

Client Education

Some College	37%
High School.....	26%
Bachelor's.....	23%
Master's.....	7%
Unknown.....	7%



INCHARGE FINANCIAL LITERACY INITIATIVES

InCharge Debt Solutions is committed to the development and deployment of a wide range of educational resources to foster financial literacy among various consumer groups.

Financial literacy workshops are conducted in partnership with many organizations. In 2019, InCharge participated in 94 community workshops and conferences, touching 2,075 people.



OUTREACH

Ally Wallet Wise Workshops

InCharge is proud to offer Ally’s Wallet Wise program to consumers looking to improve their financial health. Free workshops teach budgeting, responsible use of credit, banking basics and smart auto financing.

Learn Money

InCharge supports Florida’s Orange County Public Schools by providing free “Learn Money” financial literacy workshops to eighth grade students in the AVID program (Advancement Via Individual Determination) that teach financial pre-planning for college. Topics include: paying for college, your first job, bank accounts and credit cards, budgeting and money to fuel your dreams.



Margarita Larrea-Berg at Orlando Hope Event

IN THE COMMUNITY

Orlando Hope

InCharge's outreach team worked with Orlando Hope, a homeless ministry of the Calvary Orlando Church. We provided educational workshops on resume building and how to practice for job interviews. We also shared resources related to shelters, food banks, free and affordable dental and medical care and help for veterans.

InCharge Financial Literacy Affiliations

Ally Financial

Bank of America

Capital One

Chase Bank

Citibank

Fairwinds Credit Union

Fifth Third Bank

Freddie Mac

Goodwill of Central Florida

Jump\$tart Coalition for Personal Financial Literacy

Military (Ft. Bragg, Ft. Knox)

Navy-Marine Corps Relief Society

Orange County Public School District

Truist

Valencia College

Wells Fargo Bank, N.A.

Organization Memberships

Better Business Bureau

Hispanic Chamber of Commerce-Metro Orlando

National Foundation for Credit Counseling

Central Florida Partnership

Orlando Regional Chamber of Commerce

**HELPFUL.
TRUSTWORTHY.
CARING.**

“

Sue

Great company! Thank you to InCharge for helping me get my debt paid down. Just a few more months and I will be debt free.

”

“

Colleen

I'm finally debt free and so relieved. Customer service reps are amazing and kind. They keep you very informed!

”



InCharge maintains a 9.5/10 rating on Trustpilot, an independent online review platform.



BUDGET & CREDIT COUNSELING

Debt-Burdened Consumers Need a Reliable Counseling Partner They Can Trust.

InCharge Debt Solutions is committed to providing high quality, unbiased, professional and free counseling to people trying to weather the high-debt storm. Counselors are certified, experienced and carefully trained and monitored. Budget and credit counseling is the first step for debt-burdened individuals and families toward getting relief and getting their life back on track.



Acorns

In 2019, we continued to offer an easy way to save and invest with Acorns. With the Acorns app, clients can open an account with as little as \$5. By rounding up everyday purchases, Acorns uses a “spare change” model to help InCharge clients build an investment account, for many – their only one. We’re proud to help our clients develop wealth-building discipline and confidence, as well as a nest egg.

InCharge Interacted with Over 3 Million People in 2019

- InCharge clients paid back \$118,977,114 in credit card debt in 2019
- We continued to improve and expand client services to improve the quality of the customer experience.
- Our certified counseling team completed over 96,000 counseling sessions.
- 73% of the InCharge team work in counseling, client services, customer support and educational outreach
- InCharge websites drew over 3.2 million visits and counselors responded to over 89,000 phone calls.

A Respected & Professional Organization

- Accreditation by third-party organizations (COA, BBB A+)
- NFCC-Certified credit counselors
- Nonprofit 501(c)(3)
- Comprehensive counseling and education; client learns about all available options and makes the choice on best option for their situation

CREDIT COUNSELING

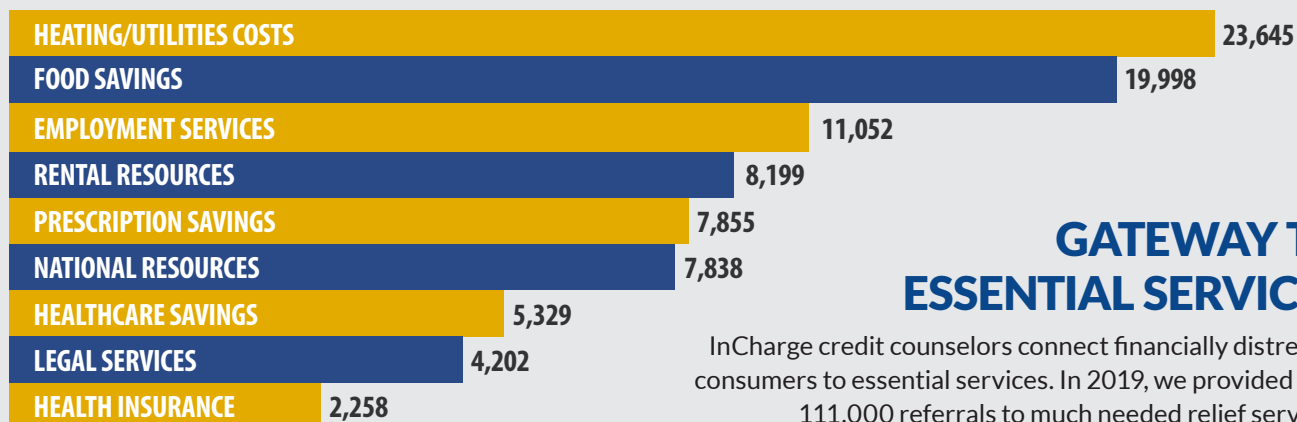
Features

- Mobile-friendly website for smart phone clients
- Free credit counseling and budget development
- Phone, face-to-face (in Central Florida) and 24/7 web-based consumer credit counseling
- Advanced online credit counseling program
- Educate clients about - and offer - alternate solutions
- Vast educational resources to help the client learn for life
- Provide Debt Management Programs (DMPs)
- I'm **InCharge** Account Management Tool

Debt Management Program Benefits

- Pay off debt faster
- Access account information 24/7
- Access online, by phone or in person (in Central Florida)
- Reduce collection calls
- Use educational resources
- Lower monthly payments
- Reduce interest rates
- Waive late or over-limit fees

Top Referral Categories



GATEWAY TO ESSENTIAL SERVICES

InCharge credit counselors connect financially distressed consumers to essential services. In 2019, we provided over 111,000 referrals to much needed relief services.



HOUSING COUNSELING & EDUCATION

In 2019, we were committed to assisting families and rebuilding communities.

HOMEBUYER EDUCATION: Through education, families learn how to purchase homes they can afford to buy and maintain, resulting in long-term successful ownership. InCharge’s 8-hour Homebuyer Education Program is designed to set the right home ownership expectation for class participants and provide them with the tools, knowledge and resources to buy right and maintain their home.

HOMETREK: InCharge continued to offer Hometrek, an online HUD-approved homebuyer education course. In 2019, more than 5,145 students have completed the pre-purchase homebuyer education course.

FORECLOSURE PREVENTION: In 2019, InCharge worked with homeowners in desperate need of alternative solutions to foreclosure. InCharge conducted public outreach campaigns, researched local trends and supported foreclosure intervention efforts.

PRE-PURCHASE COUNSELING: InCharge’s Certified Housing Counselors provide potential borrowers with comprehensive one-on-one counseling to help them overcome challenges to successful homeownership. Each family is guided through a budgeting and savings strategy; complete review of their credit report, and creation of a customized action plan with specific, manageable steps.

Se Habla Español / Nonprofit
INCHARGE
DEBT SOLUTIONS

NEED HELP WITH YOUR MORTGAGE PAYMENT?

ACT NOW TO TAKE CONTROL OF YOUR HOME AND FINANCES

- Are you unemployed?
- Are you underemployed?
- Are you considering a short sale?
- Have you failed to obtain a loan modification?
- Are you having challenges renegotiating the terms of your mortgage with your lender?

Register for our Free Foreclosure Prevention Workshop.
Call 1-877-251-1882

Foreclosure Prevention Flyer

In The Community



FREDDIE MAC: InCharge served as the sole facilitator for the Borrower Help Network, providing assistance to Freddie Mac customers facing certain or imminent default on their homes. InCharge met the challenge of not only identifying foreclosure prevention alternatives for Freddie Mac home owners, but also conducted counseling sessions to address total financial well-being.

We Appreciate Working With The Following Organizations

- Bank of America
- Capital One
- DHI Mortgage
- Experian
- Fifth Third Bank
- Freddie Mac
- J.P. Morgan Chase
- Radian Private Mortgage Insurance
- Truist
- Wells Fargo
- Fairwinds Credit Union
- NMI (National Mortgage Insurance)
- Countless Real Estate Professionals & Mortgage Brokers





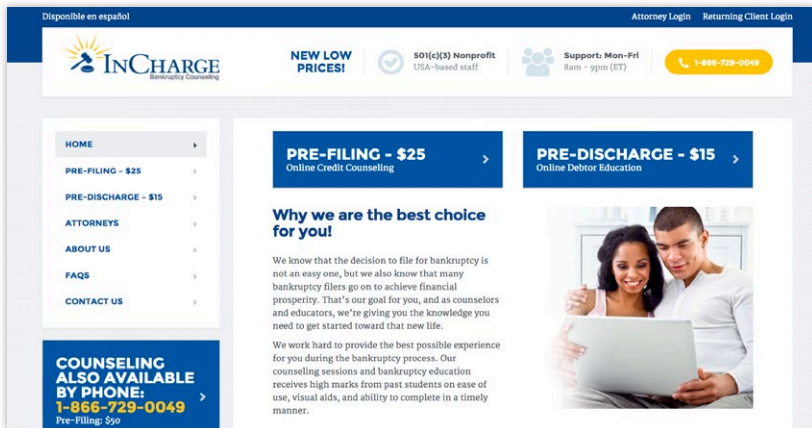
BANKRUPTCY COUNSELING & EDUCATION

As a nonprofit 501(c)(3) organization, InCharge Debt Solutions offers the required pre-file credit counseling and pre-discharge course for a nominal fee. InCharge knows that sometimes bankruptcy is the best — or only — option available to those struggling with debt problems. For clients considering bankruptcy, InCharge offers a wealth of information in the form of many insightful articles about the law, the ramifications of bankruptcy, what rights clients have, etc.

For clients who are going through bankruptcy, InCharge has been approved to issue certificates evidencing completion of the Pre-Filing Credit Counseling and the Pre-Discharge Debtor Education course in compliance with the Bankruptcy Code (approval does not endorse or assure the quality of a Provider's services).

Bankruptcy Education

- Mobile-friendly design: Both Pre-File Credit Counseling and Pre-Discharge Debtor Education are easy to use on mobile phones and tablets, as well as laptops and desktops.
- Interactive Tools: Financial literacy tools include an interactive budget and debt-to-income calculator.



Improved PersonalFinanceEducation.com Website



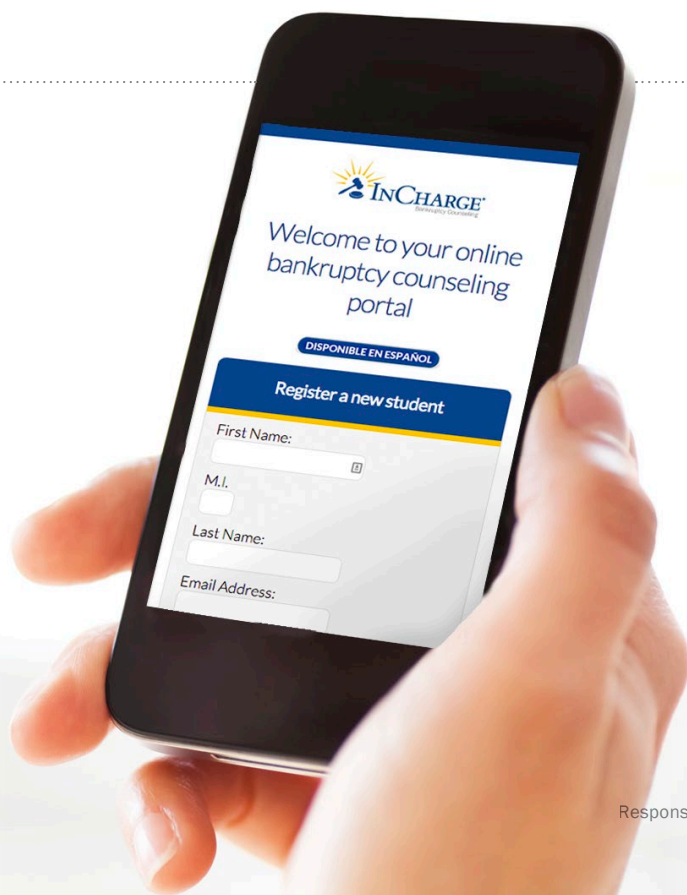
InCharge Bankruptcy Postcard

Program Features

- Offer both Pre-Filing & Pre-Discharge required courses
- Instant certificate delivery
- Online courses available 24/7
- Attorney Management System
- Free educational resources along with free eBook and computer game upon course completion

Client/Attorney Benefits

- Single source for both required courses
- Keeps filing on schedule to eliminate paying for re-file fees
- Clients can complete at their convenience
- Clients receive service in English and Spanish
- Attorney module automates certificate delivery, invoicing and billing
- Clients learn how to start over after bankruptcy
- Attorney Referral Program available



Responsive Pre-File Website

InCharge: A RESPECTED NAME



InCharge Debt Solutions is accredited by the Council On Accreditation (COA), an international, independent, nonprofit accrediting organization. COA accreditation signifies that InCharge maintains the highest standards as a nonprofit credit counseling agency.



As a HUD-approved housing counseling agency, InCharge Debt Solutions is part of the U.S. Government's efforts to create strong, sustainable, inclusive communities and quality affordable homes for all.



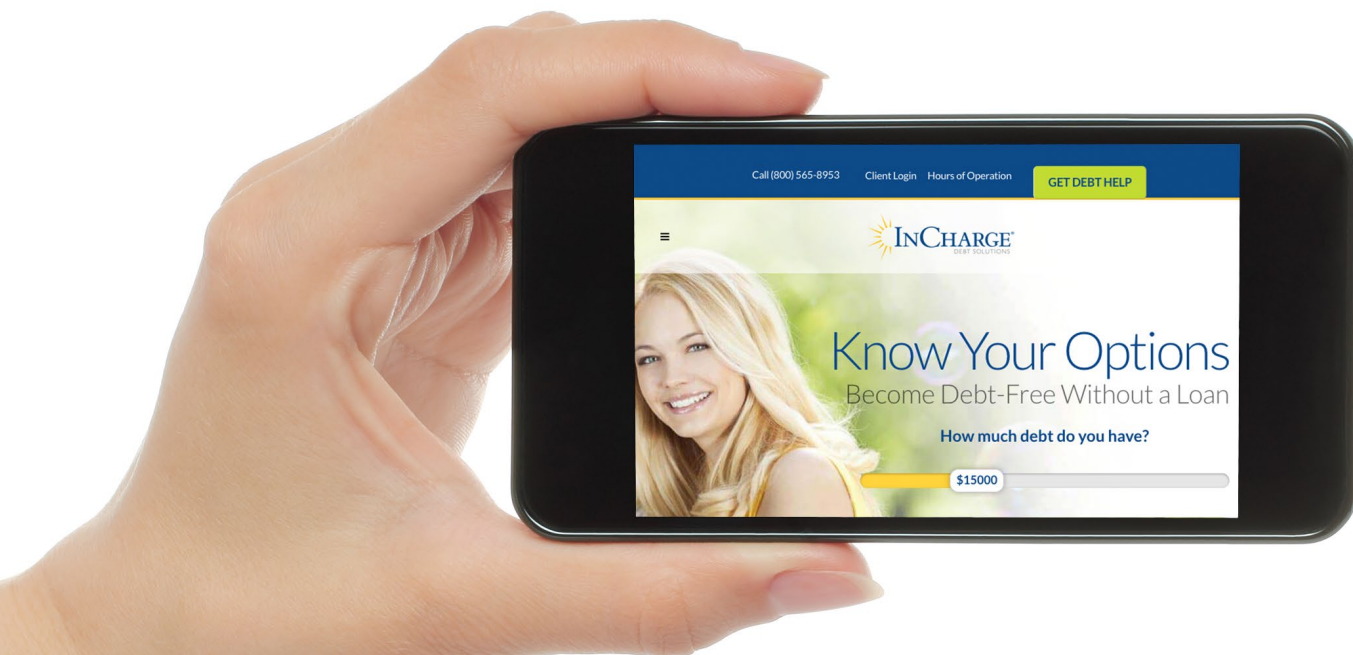
InCharge Debt Solutions has been a BBB-accredited business since 2002 and has earned a rating from the bureau as an A+ provider. This rating signifies that InCharge Debt Solutions meets BBB accreditation standards, which include a commitment to promptly resolving consumer complaints.



The Executive Office for United States Trustees (EOUST) has approved InCharge Debt Solutions to issue certificates evidencing completion of the Pre-Filing Credit Counseling and the Pre-Discharge Debtor Education course.



As a member of the National Foundation for Credit Counseling (NFCC), InCharge Debt Solutions is part of a nationally-recognized organization of nonprofit agencies with high standards, ethical practices, certified counselors, and policies which help consumers achieve financial stability.



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A Trusted Source for the Media:



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37

Number of organizations or agencies that accredit, rate, or issue regulatory approval to InCharge Debt Solutions (NFCC, COA, BBB, HUD, EOUST and 32 states).

94

Number of workshops and seminars conducted in 2019.

2,075

Number of attendees at InCharge financial literacy, housing and other workshops in 2019.

17,270

Number of bankruptcy counseling and education sessions completed by InCharge clients in 2019.

96,624

Number of credit counseling sessions delivered by InCharge to its clients in 2019.

3,267,331

Number of consumer interactions in 2019.

13,177,567

Number of client payments processed since 1997.

\$3,437,474,140

Amount of total debt our clients have repaid since 1997.

365 NUMBER OF DAYS PER YEAR WE
HELP OUR CLIENTS ACHIEVE
THEIR DREAMS