



25
YEARS
OF EXCELLENCE

WE'RE INCHARGE



2022 INCHARGE DEBT SOLUTIONS

COMPANY OVERVIEW & 2021 ANNUAL REPORT

THE PRESIDENT'S ADDRESS

Among the many surprising – some might say shocking! – developments during COVID-19 has been the way Americans have handled their finances.

We've been pretty responsible, for the most part.

Nearly 10 million people lost their job when businesses cut back or closed because of the pandemic, but rather than multiplying their problems by borrowing with credit cards, home equity loans or 401k cash outs, many consumers did exactly what the book on nonprofit credit counseling advises them to do:

- Pay off credit card debt. The Federal Reserve says we knocked \$148 billion dollars off our card debt in the first 15 months of the pandemic.
- Stop careless spending. The Consumer Federal Protection Bureau says that credit utilization, declined across all age groups in the first half of 2021.
- Apply unexpected income to paying down debt. The Federal Reserve of New York survey said that 33.7% of money received from the stimulus checks was used to pay down debt.
- Start a savings account and/or an emergency fund. The St. Louis Federal Reserve says that personal savings accounts soared during the pandemic, averaging a 17.9% increase.
- Rebuild (or build) your credit score. Consumers pushed the average FICO credit score to a record 716 in 2021, an increase of eight points in just one year.

So how did millions of consumers suddenly become financially savvy in 2021?

Some of the credit goes to the three stimulus checks and deferred payments for mortgages, rent and student loans. That gave consumers enough breathing room to find a way to weather the storm.

And some of the credit belongs to the credit counselors and program managers and website writers and department leaders at InCharge Debt Solutions, who had a pretty good 2021 themselves.

When consumers went looking for ways to deal with debt or learn how to manage money more effectively, the InCharge team was there with answers. Whether they called us for help, visited our website or attended one of our education courses, InCharge was there with solutions for their problems.

Here are just a few of the ways InCharge answered the call in 2021:

- More than 48,000 free budget and credit counseling sessions
- 4,200 debt management program graduates who paid off their credit card debt
- 2.8 million website visits
- 110,000 financial education courses delivered

Consumers who were serious about making better financial choices got what they needed from InCharge. Kristi Adams is a perfect example.

Kristi was diagnosed with stage four cancer and wondered if there was enough time -- and money -- left to create good memories for her husband and two children. She decided to use credit cards to take the family on a vacation and worry about how to pay for it later.

"Doctors told me I had an 8% chance of living five years, so I wasn't thinking long term," she said. "I was thinking selfishly, and it hurt us financially. The money problems became more of a stress for me than the cancer did."

The bills started coming and at one point, she had \$58,000 in credit card debt. She could feel the walls closing in.

"Honestly, you feel trapped, and I didn't want that for my family," Kristi said. "We couldn't do anything, even go to the movies on a weekend. You don't want your kids to learn those habits and you don't want them to think 'Oh Mommy and Daddy never have any money.' "

Kristi went online looking for help and found InCharge. She liked that the fees were low.

"They actually wanted to help," Kristi said. "They walked me through the process step-by-step and within minutes, they were able to say 'OK, this is what we can do for you.'

"When I put the phone down, I said 'Oh God, this feels so good.' They make it so easy to become debt free and happy again."

Kristi paid \$1,700 a month, paying off the \$58,000 of credit card debt. It took three years to eliminate it. Now, the \$1,700 a month is used for family memories.

"We have an RV, we go camping, we get out and do things," Kristi said. "I'm saving so I can pay cash for

those things, have a great day with my family and make memories with my kids. We are debt free and it's really an amazing feeling."

Improving the lives of people like Kristi is what our mission is about at InCharge. The personal approach we take with every client is why we've survived through this pandemic.

There are plenty of challenges ahead in 2022, but it won't be surprising -- or shocking -- if we continue to be a leader in helping people succeed financially.

CHANGING LIVES IS OUR MISSION AT INCHARGE


President & CEO





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, typically, in 3-5 years with lower interest rates and a consolidated monthly payment. In 2021, we added new debt management programs to meet the changing needs of consumers.

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.

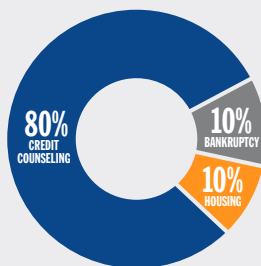
Credit Report Education

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.

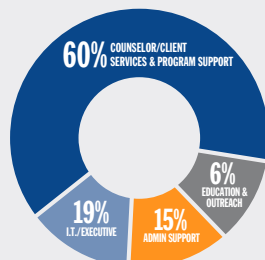
InCharge 2021 Fast Facts

| | |
|--|---------------|
| Web Visits..... | 2,852,964 |
| Budget/Credit Counseling Sessions | 48,857 |
| Bankruptcy Sessions..... | 7,977 |
| Homebuyer Education..... | 8,742 |
| Community Workshops/Seminars..... | 29 |
| Attendees Educated (workshops/seminars)..... | 899 |
| Low to Moderate Income Clients Served..... | 43,941 |
| Credit Card Debt Repaid by InCharge Clients... | \$116,834,723 |

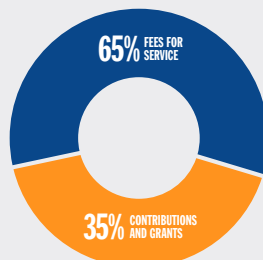
Customers Served by Program



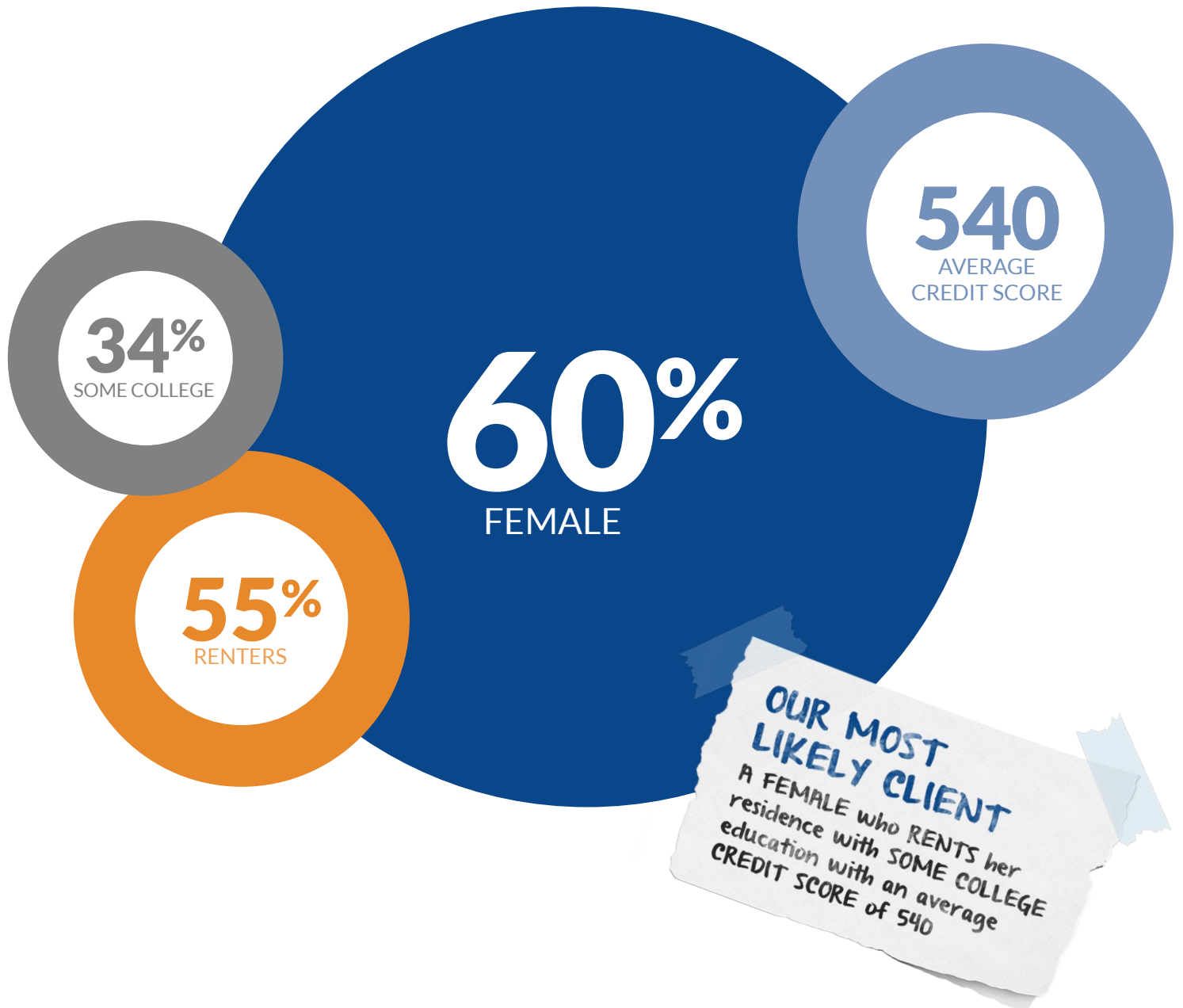
Employee Function Split



Funding Sources



CREDIT COUNSELING STATISTICS



Most Common
Root Cause of Debt

REDUCED
INCOME

Average Credit Card
Interest Rate on our Debt
Management Program

8.4%

Most Commonly
Reported Financial Goal

DOWNPAYMENT
FOR A HOME

Client
Satisfaction Rating

97%
POSITIVE



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 2021, InCharge participated in 29 community workshops and conferences, touching 899 people, despite the pandemic.



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.

Train the Trainer

InCharge continues to reach hundreds of thousands of teachers and students with free financial literacy curriculum, available on InCharge.org. “Free Financial Literacy for High School Teachers” was the most visited page on InCharge.org in 2021, with over 154,000 visits. This page includes downloadable lesson plans, worksheets and teacher slide presentations.

IN THE COMMUNITY

Military Money Minutes on Armed Forces Radio

InCharge is dedicated to supporting our military with free financial education. As a part of this mission, we are proud to broadcast 1-minute financial tips on Armed Forces Radio. Our Military Money Minutes have been airing for over 15 years and are well known in the military community.



First Coast Technical College

InCharge participated in a webinar for First Coast Technical College's faculty and student body, covering financial education in the areas of budgeting, credit and debt relief.



InCharge Financial Literacy Affiliations

| | | |
|---------------------|--|--------------------------------------|
| Acorns | Fairwinds Credit Union | Military (Ft. Bragg, Ft. Knox) |
| Additions Financial | Fifth Third Bank | MSA (My Secure Advantage) |
| Ally Bank | Freddie Mac | Navy-Marine Corps Relief Society |
| Bank of America | Goodwill of Central Florida | Orange County Public School District |
| Capital One | Jersey City Vets | Truist Bank |
| Chase Bank | Jump\$tart Coalition for Personal Financial Literacy | Valencia College |
| Citibank | | Wells Fargo Bank, N.A. |

Organization Memberships

| | | |
|--|---|--------------------------------------|
| Better Business Bureau | Leadership Orlando | Central Florida Partnership |
| Hispanic Chamber of Commerce-Metro Orlando | National Foundation for Credit Counseling | Orlando Regional Chamber of Commerce |

“

Kaydene

I really love this program from InCharge. My credit cards bills' interest rate were reduced, and they help me build back up my credit score. I am so happy. I also recommended them to friends and family, and they love it. Now, I'm looking to buy my house. Great job guys.

”

“

Sueann

So helpful and they didn't judge. It feels so good to be able to get help.

”



InCharge maintains a 4.8/5 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

We 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 2021

- InCharge clients paid back \$116,834,723 in credit card debt in 2021
- We continued to expand client services to improve the quality of the customer experience.
- Our certified counseling teams completed over 66,000 counseling sessions.
- 66% of the InCharge team work in counseling, client services, customer support and educational outreach
- InCharge websites drew over 2.8 million visits and counselors responded to over 79,500 phone calls.

A Respected & Professional Organization

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

CREDIT COUNSELING

Features

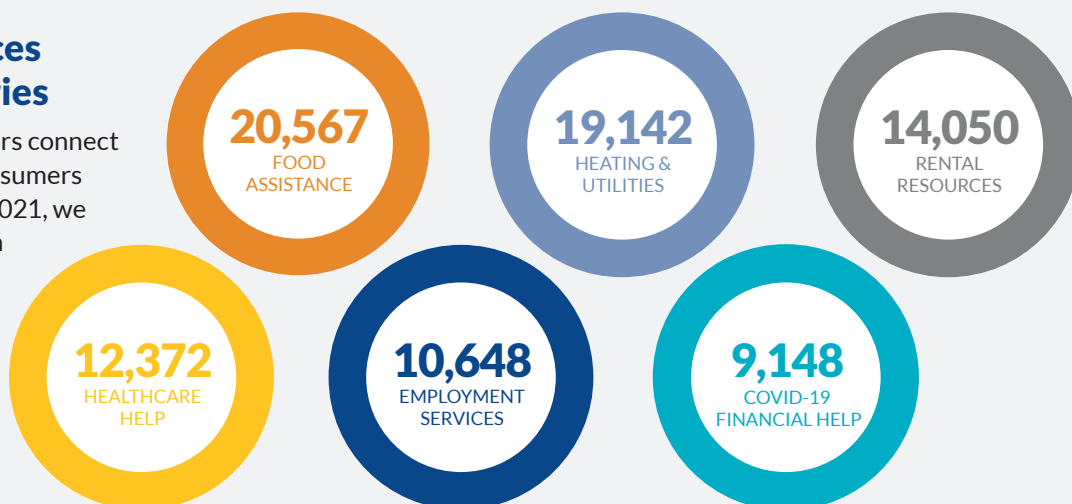
- Mobile-friendly website
- Free credit counseling and budget development
- Phone, face-to-face (in Central Florida) and 24/7 online consumer credit counseling
- Educate clients about - and offer - alternate solutions
- Vast educational resources to help the client learn for life
- Provide Debt Management 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
- Available educational resources
- Lower monthly payments
- Reduce interest rates
- Waive late or over-limit fees
- Save on interest paid

Top Social Services Referral Categories

InCharge credit counselors connect financially distressed consumers to essential services. In 2021, we provided consumers with over 108,000 referrals to much needed relief services.





HOUSING COUNSELING & EDUCATION

We are 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 offers HomeTrek, an online HUD-approved homebuyer education course. In 2021, 8,457 students completed the pre-purchase homebuyer education course.

FORECLOSURE PREVENTION: InCharge works 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 serves 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 Bank
- Keller Williams Realty
- Wells Fargo
- Fairwinds Credit Union
- NMI (National Mortgage Insurance)
- Countless Real Estate Professionals & Mortgage Brokers





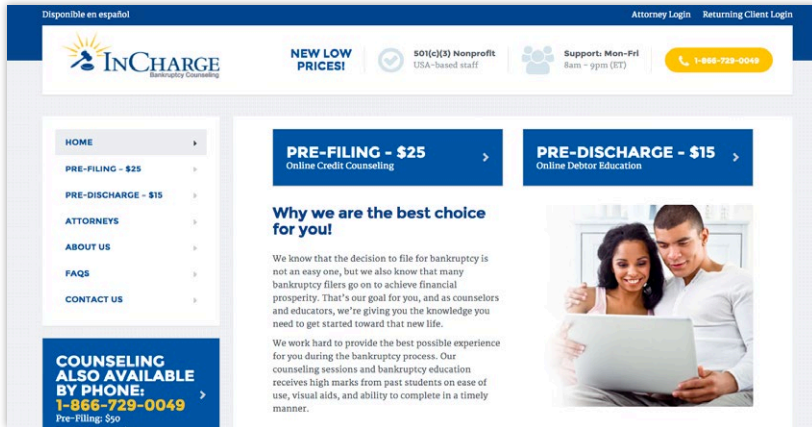
BANKRUPTCY COUNSELING & EDUCATION

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 is approved by EOUST 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



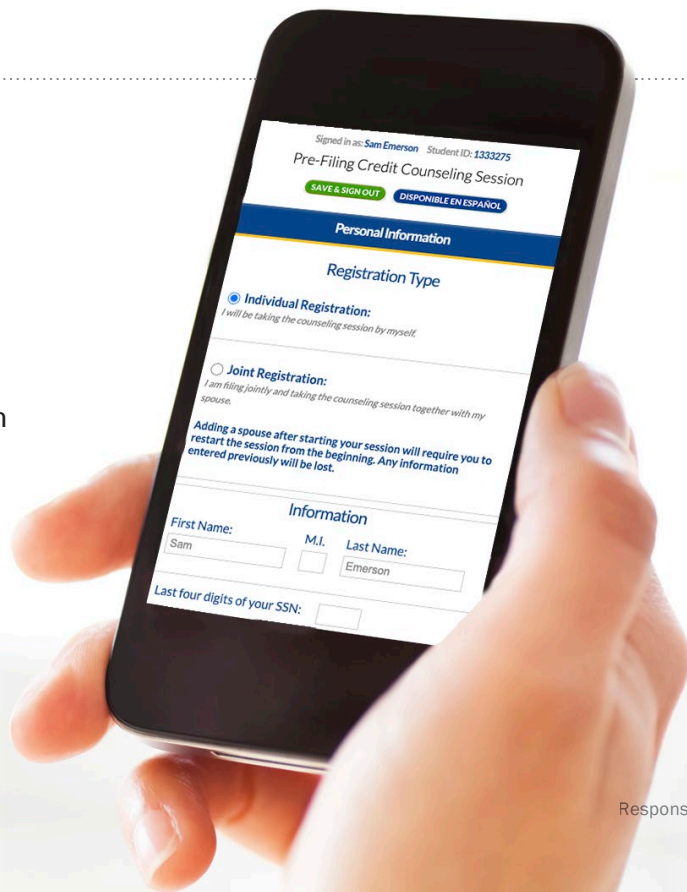
InCharge Bankruptcy Postcard

Program Features

- Offer both Pre-Filing & Pre-Discharge required courses
- Instant certificate delivery
- Pre-filing course via telephone
- 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.



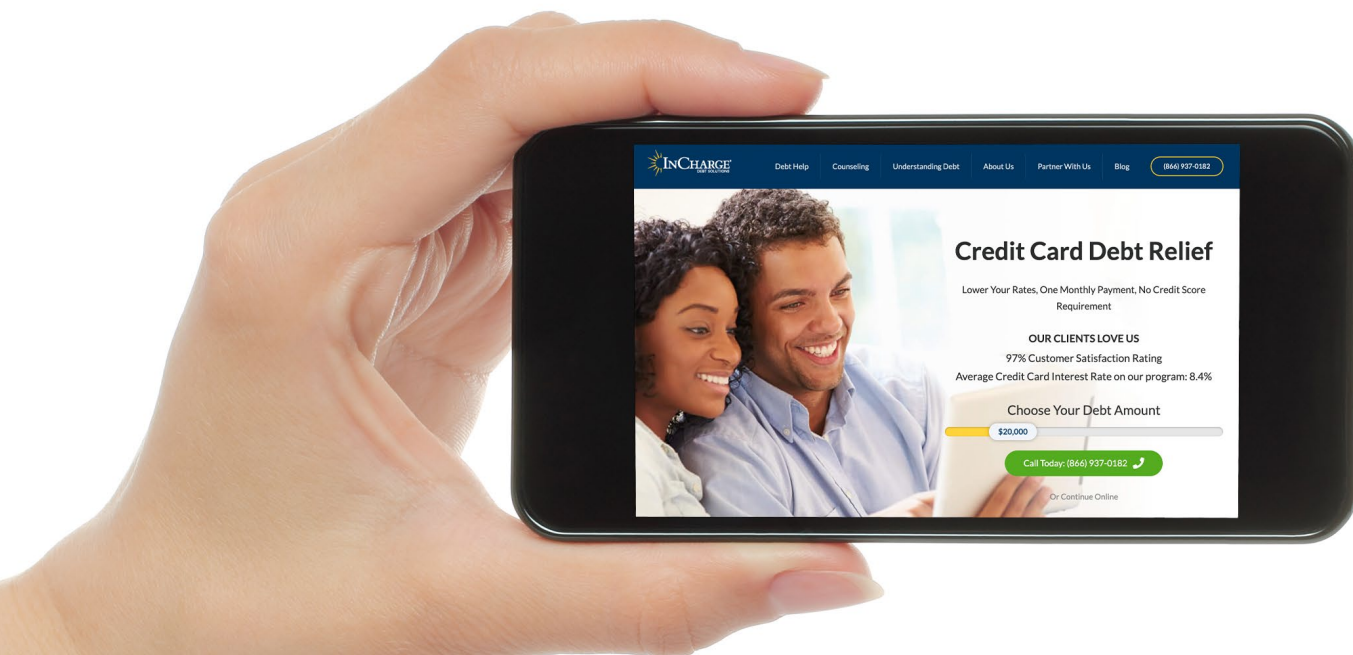
InCharge Debt Solutions has been a BBB-accredited business since 2002 and has earned a rating from the bureau as an A+ provider. This rating signifies that InCharge Debt Solutions meets BBB accreditation standards.



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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CLIENT STORY FEATURE

Sheryl Hill



"My name is Sheryl Hill. I'm a retired teacher. I live in Tennessee and I'm a very happy person, especially since I have started with InCharge Debt Solutions.

I had credit card debt that just kept increasing. I was only making minimum payments and the interest rates were exorbitant. I was really in a sinking boat. I paid money, but I just kept adding to my debt. At that point, it was over \$20,000, and I truly felt helpless and had nowhere to turn.

My debt has gone down 12% since I started on the program. But more than that, my credit score has jumped. I am shocked, happy, amazed and jubilant, because I am paying off my debt, and I'm improving my credit score and the quality of my life. And that to me is something that's difficult to quantify. Without worry, anxiety and stress, my life has gotten much better with InCharge."

Sheryl Hill

WONDERFUL CLIENT TESTIMONIALS

“

Melanie

Working with InCharge was a huge blessing! As a result of working with them I was able to pay off roughly \$43,000 in debt, worry free.

”

“

Valerie

InCharge Debt Solutions is completely different. They have worked with our creditors to secure ONE monthly payment. Best thing is that we didn't have to miss a payment so we're still in good standing. Two years later and we're 30% debt free with a more manageable monthly payment.

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