



LEVEL
UP



2023

**INCHARGE DEBT
SOLUTIONS**

COMPANY OVERVIEW & 2022 ANNUAL REPORT

THE PRESIDENT'S ADDRESS

In 2022, we answered 96,000 phone calls and offered debt relief solutions to 68,827 debt distressed individuals. With our help, InCharge clients paid off \$95.5 million in debt.

All this happened while the U.S. economy bounced up-and-down in a state of perpetual turmoil. Headlines blared discouraging news like “Inflation Reaches Highest Level in 41 Years” or “Housing Prices Reach Record Level” and “Mortgage Rates Double in 2022.”

The housing industry was hit hard. Home sales plunged by 34% (December YOY), according to the National Association of Realtors. The average home price soared to \$386,300 and interest rates jumped to more than 6%.

You would think the Great American Dream – owning your own home – was gone, or at least fading fast. If so, you would be thinking wrong! The desire to own your own home didn't fade away. In fact, it's as strong as ever and debt management has a role in helping consumers live that dream.

A national survey revealed that 74% of American consumers regard owning a home as the No. 1 sign of economic prosperity. Next on the list was being able to retire (66%); having a successful career (60%); and owning an automobile (50%).

**INCHARGE CLIENTS
PAID OFF \$95.5 MILLION
IN DEBT IN 2022.**

Our own survey of InCharge clients backed that up. InCharge counselors ask every client they speak with what their No. 1 financial goal is, and owning a home continues to be the most common goal among those who seek our help.

So, home ownership is still overwhelmingly the Great American Dream. How is debt management going to unlock the door for consumers?



Bryce Crabb Leveling Up with InCharge's Help

Let Bryce Crabb explain.

Bryce was 23 years old and had just earned a master's degree at Divinity School. He was about to get married and was dreaming of his first home when he

called InCharge for help confronting a sizeable roadblock.

“I had \$33,000 in credit card debt, mostly from using my cards to cover gambling losses,” he said. “I was really ashamed of it and knew I needed help. I'd look at that total every day and paying it off seemed unimaginable.”

He didn't know much about debt consolidation, had never heard of a debt management program and he thought a budget was something other people used. But there were 33,000 reasons to learn about all three, so he Googled “paying off debt.”

“That's how I found InCharge,” Bryce said. “I gave them a call and it turned my life around.”

InCharge counselors explained debt management to him, helped reduce the interest rate by 16% and created a budget that allowed him to become debt free in five years.

Along the way, Bryce took an interest in following his own finances. He started tracking his monthly bank and credit card statements; watched his credit score inch up to respectability; and pumped heavy doses of his weekly paycheck into a savings plan.

Three years into his debt management program, he was confident enough in his ability to manage money that he asked a bank to loan him money to purchase a \$210,000 home. They approved the loan.

“That never would have happened without InCharge counselors stepping in,” Bryce said. “When I started, I felt like there was no way out of this problem. Now, we’re out of debt and have a lot of possibilities.”

Bryce made the last payment on credit card debt in December of 2022 and is about to take the lessons he learned in a new direction. He and his wife, Sarah, bought a hobby shop and plan to start new careers as business owners.

“I had to take out a loan, and I’m going back into debt, but this time it’s good debt,” Bryce said. “With my credit cards taken care of, I own a house, I own a business and the weight of the world is off my shoulders.”

That sounds very much like the mission statement at InCharge Debt Solutions, which reads: Our mission is to help consumers achieve financial balance and move closer to their dreams.

We did that for Bryce and thousands of other families in 2022.

We’re going to continue helping people level up and get closer to the Great American Dream in 2023.

WE HELP
OUR
CLIENTS
LEVEL UP


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.

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.

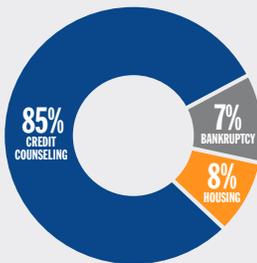
Financial Literacy Education

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 and on InCharge Institute's MilitaryMoney.com.

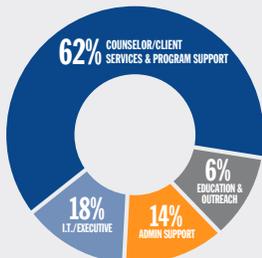
InCharge 2022 Fast Facts

Web Visits.....	3,012,873
Budget/Credit Counseling Sessions.....	68,827
Bankruptcy Sessions.....	6,003
Homebuyer Education.....	6,569
Community Workshops/Seminars.....	35
Attendees Educated (workshops/seminars).....	956
Low to Moderate Income Clients Served.....	48,460
Credit Card Debt Repaid by InCharge Clients.....	\$95,568,715

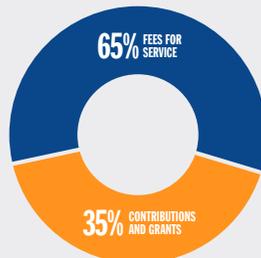
Customers Served by Program



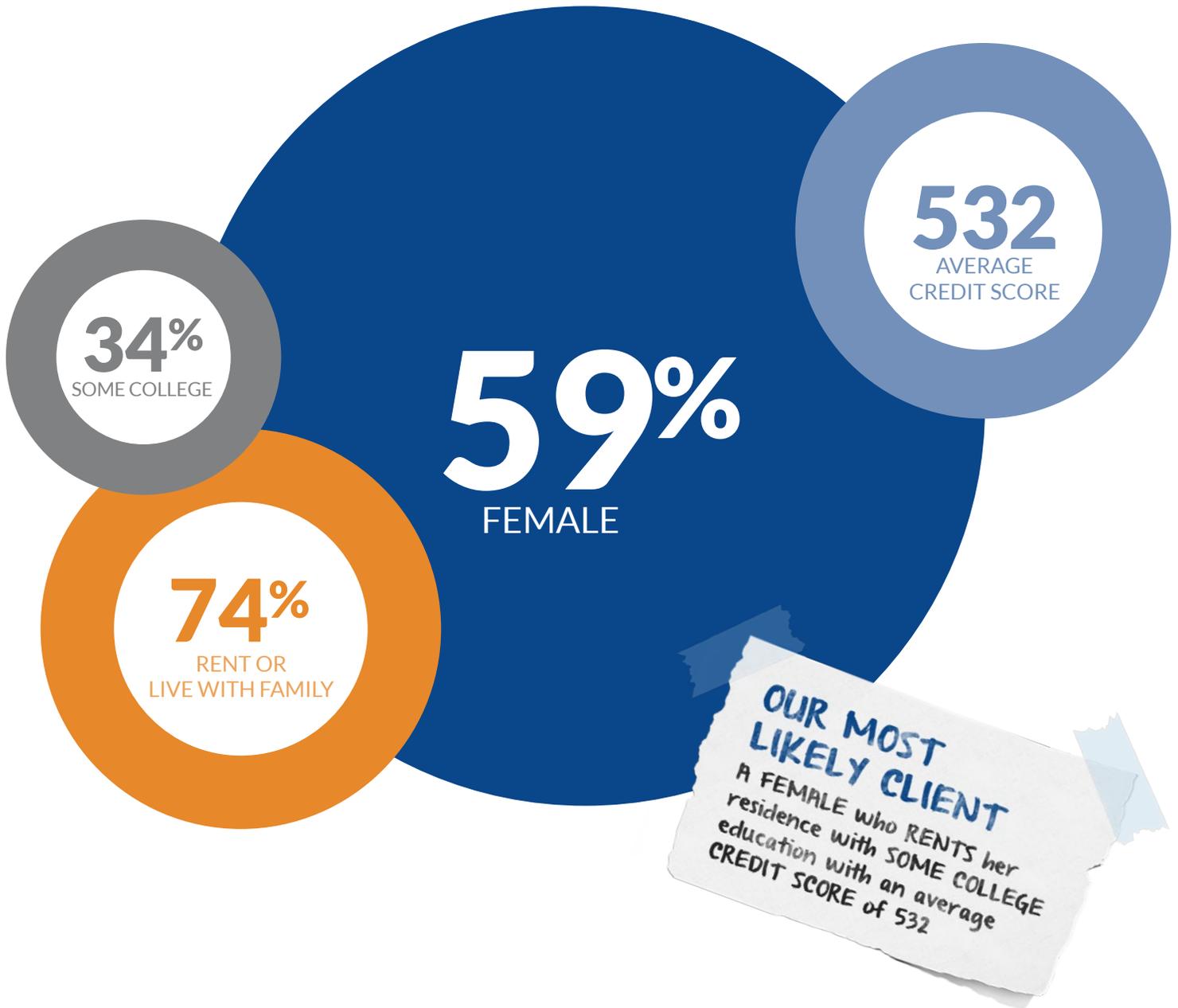
Employee Function Split



Funding Sources



CREDIT COUNSELING STATISTICS



Most Common
Root Cause of Debt

JOB LOSS/
REDUCED
INCOME

Average Credit Card
Interest Rate on our Debt
Management Program

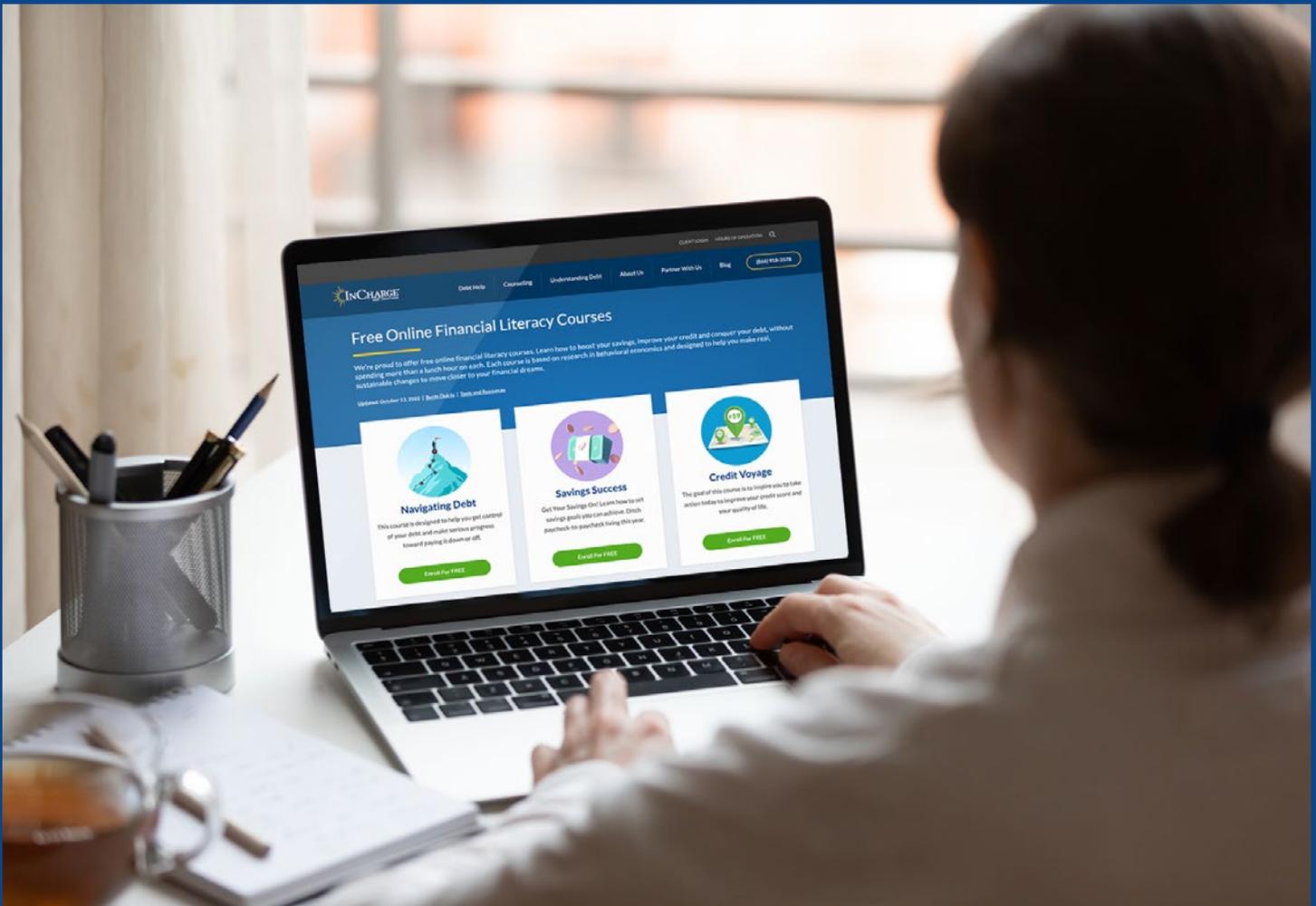
8.4%

Most Commonly
Reported Financial Goal

DOWNPAYMENT
FOR A HOME

Client
Satisfaction Rating

96%
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 2022, InCharge participated in 35 community workshops and conferences, touching 956 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.

Train the Trainer

InCharge reaches thousands of teachers and students with free financial literacy curriculum, available for download on InCharge.org. Our "Resources for Teachers" portal received 118,000 visits in 2022, which includes lesson plans, worksheets and teacher presentation materials.

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.



Second Harvest Food Bank of Central Florida

InCharge employees and company match funded the equivalent of over 32,000 meals for Central Floridians in need.



InCharge Financial Literacy Affiliations

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

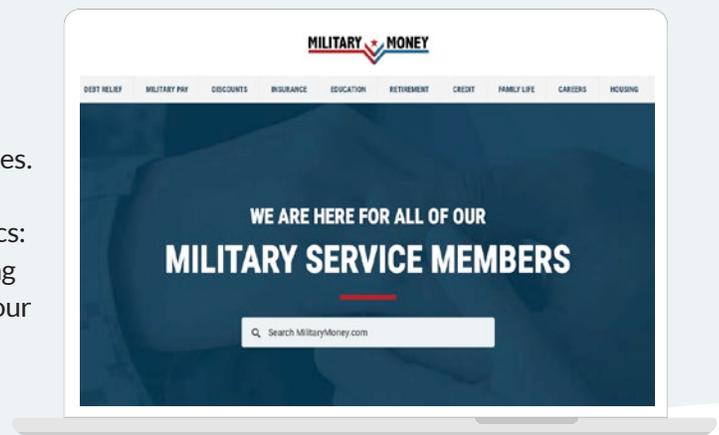
Organization Memberships

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

MilitaryMoney.com

On Veterans Day of 2022, InCharge relaunched MilitaryMoney.com, a website designed to help armed forces, veterans and their families improve their finances.

MilitaryMoney.com focuses on the following core topics: military and veteran education opportunities, managing frequent moves, becoming a homeowner, defending your security clearance, credit card debt, and military and veteran discounts.





BUDGET & CREDIT COUNSELING

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 Helped Over 3 Million People in 2022

- InCharge clients paid back \$95,568,718 in credit card debt in 2022
- We continued to expand client services to improve the quality of the customer experience.
- Our certified counseling teams completed over 68,000 counseling sessions.
- 68% of the InCharge team work in counseling, client services, customer support and educational outreach
- InCharge websites drew over 3 million visits and counselors responded to over 96,000 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 choose the best option for their situation

CREDIT COUNSELING

Features

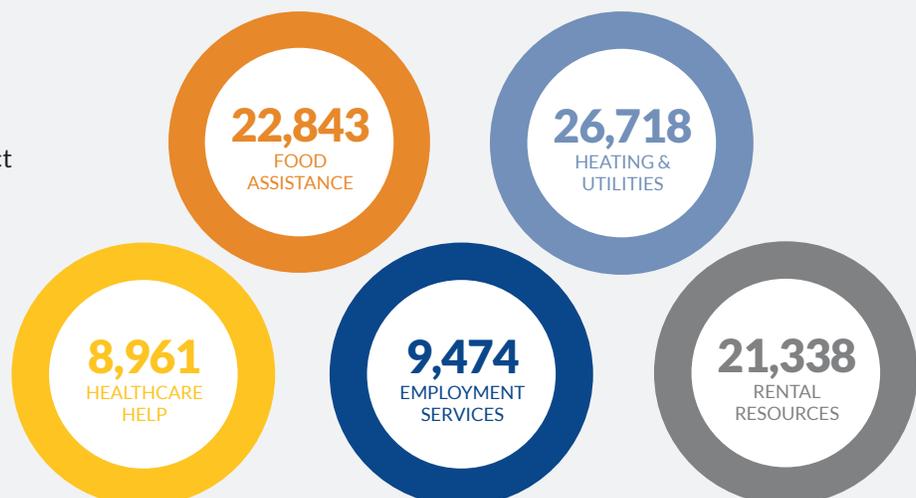
- Mobile-friendly website
- Free credit counseling and budget development
- Phone, face-to-face (in Central Florida) and 24/7 online consumer credit counseling
- Educate clients about - and offer - alternate solutions
- Vast educational resources to help the client learn for life
- Provide Debt Management 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
- Hardship programs
- 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 2022, we provided consumers with 114,778 referrals to much needed relief services.





HOUSING COUNSELING & EDUCATION

We are committed to assisting families and rebuilding communities.

HOME BUYER 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 2022, 6,569 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
- 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



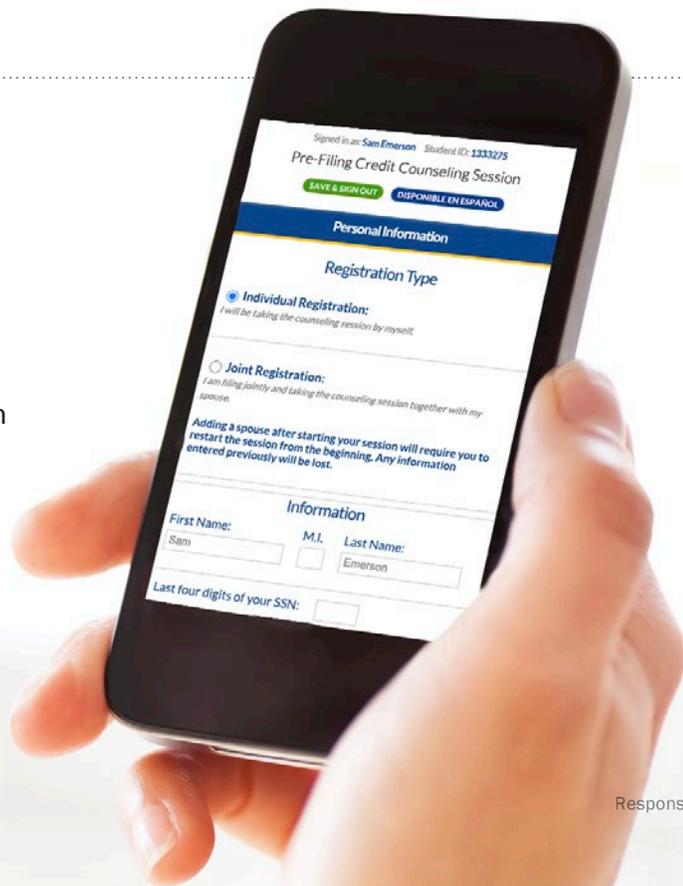
InCharge Bankruptcy Postcard

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.

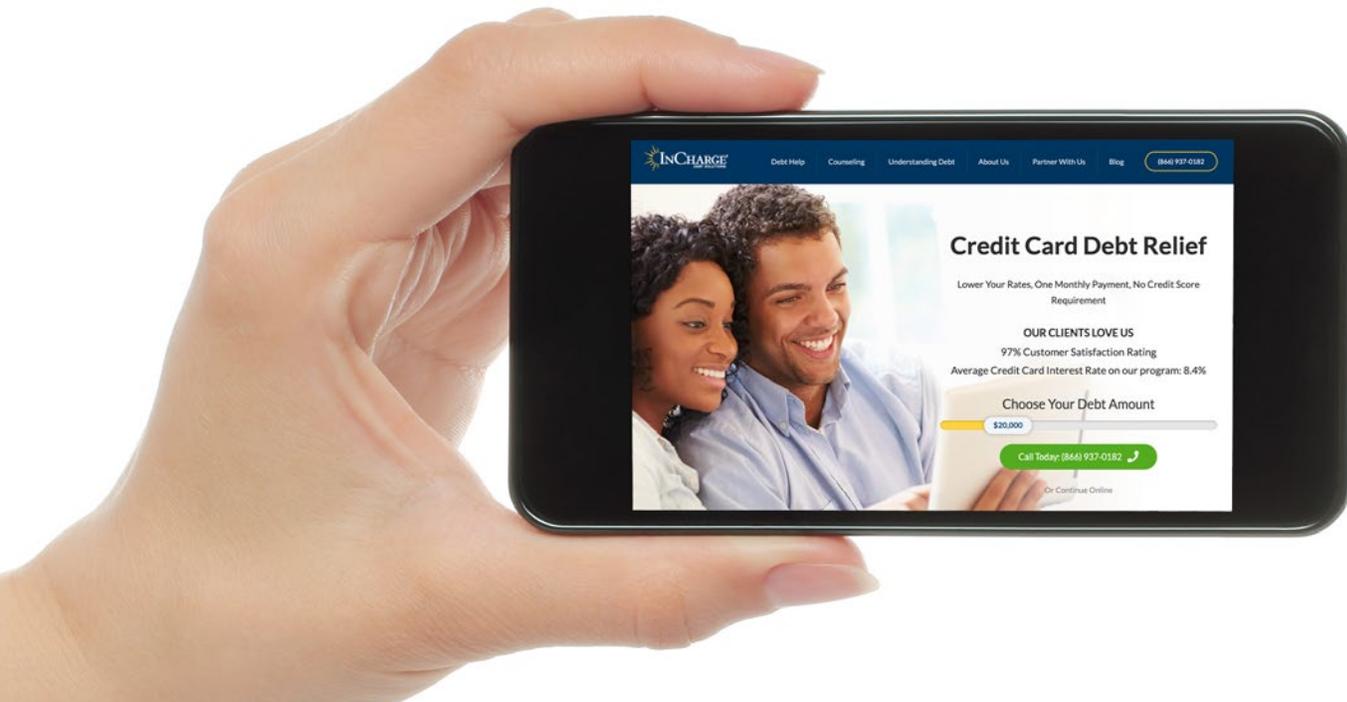
EXECUTIVE OFFICE FOR US TRUSTEES

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.



NFCC
Your Financial Advocate | MEMBER

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.



Proud Member of:



A Trusted Source for the Media:



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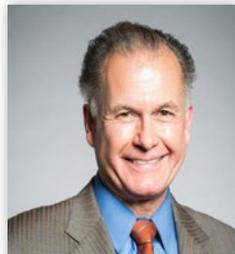
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CLIENT STORY FEATURE

Nandi Cummings



It was hard to pay the bills. It was hard to do anything. At the time, my son was going into college, so there were expenses that we needed to take care of. He was also a gymnast, and gymnastics is very expensive, so there were credit card debts built up from paying that bill. There were credit card debts paid up, built up from paying other things. I knew that it was just not sustainable.

I decided to work with In Charge Debt Solutions, because after doing my research and reading the reviews, and speaking with the customer service person (who was amazing by the way), I felt comfortable that they would be able to help me pay my bills. They helped me budget so I could figure out when things needed to be paid.

The team at InCharge is amazing. They were able to help me figure out a solution that worked. There was

a text sent to me a week before each deduction so that I remembered that it was coming. That was super helpful, and it just became a habit, but it was good to know that. And then I could check online to see what was paid when it was paid, and that would help me keep track of my balances.

My credit has gotten to a point where I'm not too far away from my ideal score.

Paying off my credit card debt means that I can look at purchasing a new house now for my husband, my son and our dogs, with a nice yard for them to run around in.

Nandi Cummings

WONDERFUL CLIENT TESTIMONIALS

“ *Margaret*
It would have taken me 20 years or more to do it on my own. I feel so happy and free to be out of debt. Debt is a huge burden that I don't have any more! What a relief!
”

“ *Katy*
So grateful for this company! This is a trustworthy company for offering debt relief. Every time I speak with a customer representative, they are so incredibly kind and helpful... like they really enjoy working there. No complaints at all. We are so incredibly grateful for this service!
”