



Statement of Counseling Services

Please read the following statements carefully so you will understand the procedures for the counseling session. Initial the line next to each statement to indicate understanding of that provision. For simplification the singular is used even when the plural may apply.

_____ I understand Consumer Credit Counseling Service (CCCS) will provide a confidential comprehensive personal money management interview. The interview will be conducted or reviewed by a certified consumer credit counselor.

_____ I hold CCCS, its employees, agents and volunteers free of liability from any claim, suit, or action or demand of my creditors, myself or any other person resulting from advice or counseling.

_____ **I will be given a written assessment outlining a suggested money action plan which may include the following:**

a) I may handle my own finances.

b) I may choose to enroll in the agency's Debt Management Plan, which serves a dual role of helping clients repay debts and helping creditors collect money owed them. In the event the counselor suggests a DMP, I will receive complete details of the operations, requirements, and responsibilities. CCCS has no responsibility or obligation for any past, present or future credit rating I receive. In certain circumstances, a DMP may affect my credit rating negatively.

c) I may be referred to other services/agencies as appropriate.

d) Should bankruptcy appear as a possible solution, a counselor may answer questions about bankruptcy, but not give legal advice. If I want legal advice, I will be referred for appropriate assistance. While an attorney can make a recommendation to file bankruptcy, it is a personal choice based on individual circumstances. I will inform CCCS of the decision if I file bankruptcy.

_____ I understand that most CCCS funding comes from voluntary contributions from creditors who participate in DMPs. Since creditors have a financial interest in getting paid, most are willing to make a contribution to help fund CCCS. These contributions are usually calculated as a percentage of payments made through a DMP – up to fifteen percent (15%) of each payment received. However creditors credit one hundred percent (100%) of the DMP payment to the client's account. CCCS works with creditors regardless of whether or not they contribute.

_____ I understand there is a nominal monthly fee not to exceed \$40.00 for administering a DMP.

_____ I understand that sometime in the future my information may be used for confidential research and/or a neutral third party may contact me to request an evaluation of CCCS services.

_____ I understand that in the event I am dissatisfied I can utilize the Complaint & Grievance Resolution Process (see back).

_____ I authorize CCCS to 1) disclose any information concerning my financial situation and status, including but not limited to income, debts, credits, earnings, assets, and residential and work addresses, to creditors listed by me, unless otherwise required by law, 2) obtain whatever financial information concerning me from any creditors, as CCCS deems necessary, and 3) disclose any information concerning my financial situation and status with CCCS to officials who are authorized to do background checks for purposes of employment or security.

Client Signature _____

Counselor _____

Printed Name _____

Office _____

Client Signature _____

Date _____

Printed Name _____

Client # _____

Client Bill of Rights

We pledge that our clients have the right:

- ✔ To prompt counseling services for managing money based on their financial situation;
- ✔ To treatment with dignity and respect;
- ✔ To be actively involved in a comprehensive assessment of their financial situation including an appropriate action plan;
- ✔ To express dissatisfaction through a Complaint & Grievance Resolution Process;
- ✔ To discontinue their relationship with CCCS at any time;
- ✔ To ask questions and to have concerns addressed.

Complaint & Grievance Resolution Process

We are committed to providing you with high quality professional services. However, if you are not satisfied with the services provided or if you want to voice a concern, we ask that you follow these guidelines.

- ✔ **Step One:** Try to resolve the issue with the staff member involved, giving him or her specific information about your concern and what you would like to see accomplished.
- ✔ **Step Two:** If Step One is not possible or the issue is not resolved to your satisfaction, call (800) 364-2227 or write to the Grievance Committee, P.O. Box 1789, Bethany, OK 73008.
- ✔ **Step Three:** CCCS may request a meeting with you (by phone or in person) and will seek more information as necessary to resolve the problem. CCCS will respond within 15 days.
- ✔ **Step Four:** If your issue is still unresolved to your satisfaction, you may appeal in writing directly to the CCCS President/Chief Executive Officer. After additional fact finding, you will receive a concluding decision within 15 days.

Non-Discrimination Policy

The services of Consumer Credit Counseling Service of Central Oklahoma are available, without discrimination, to those that need and can use the services.