



2021

**INCHARGE DEBT
SOLUTIONS**

COMPANY OVERVIEW & 2020 ANNUAL REPORT

The President's Address

The old saying about there being two sides to every story absolutely applies to 2020.

Given a choice, most people would like to forget 2020 ever happened and you can't blame them.

Where is the bright side of wrestling endlessly with a once-in-a-lifetime disease like COVID-19?

What's the good news from a pandemic-punched economy that in one dizzying 20-week period, sent more than a million people a week to the unemployment line?

How cheerful can you be about more than 100,000 businesses in the U.S. closing for good because every aspect of running a business was disrupted by the coronavirus?

So yeah, 2020 was awful. COVID-19 created a world of economic pain and uncertainty that no one could have imagined.

But there was another side to the story. Some people and businesses put their heads down, adjusted on the fly and plowed ahead. The doors of InCharge's office might not have been open for most of 2020, but the phone lines and internet were. Our employees responded to the situations people were put in because of the coronavirus and kept working to get them on the road to financial freedom, and our customers appreciated it.

Just look at some of the kind words they shared with us in 2020.

"It has been hard being unemployed at this time and without InCharge I would have been lost. No one made me feel ashamed. InCharge is a first-class act that virtually eliminated my stress and sense of being overwhelmed. I needed help and a plan and InCharge delivered both!" – Gregory

"InCharge Debt Solutions has had a great impact on me. I am paying my bills and taking care of my family instead of living paycheck-to-paycheck. Thank goodness I have a place that can help me financially. I have stability to live comfortably again." – Kameko

"I had A LOT of debt. InCharge helped me control myself with purchases and not open any more cards. It's the feeling of being in control and not out of control with spending. I feel A LOT better knowing I'm not getting myself into further trouble with more debt." – Sherri

What those reviews say to me is that our employees didn't let what was happening outside their door affect the quality of their work. We're in the business of removing financial stress; of teaching people how to get



away from a paycheck-to-paycheck existence; of making people feel A LOT better about themselves when they regain control of their finances. We did that in 2020.

We're in the business of removing financial stress

Which brings me to David, who enrolled in our program with \$15,000 of credit card debt and became a role model for what we're trying to accomplish.

"This may sound like a generic paid review, but it really ain't," David wrote. "The process was a little confusing at first, but once it got rolling, was easier to understand. I was worried that my credit would look bad going through a debt solutions company, but it all worked out. I was able to go from a rental home to buying a house.

"That company really helped me a lot. I hope y'all have a similar experience."

Paid off his debt. Improved his credit score.
Achieved his goal of owning a house.

We're going to provide our customers with a similar experience and success in 2021.


President & CEO

IN THE COMMUNITY

The Helpful Hands of InCharge



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. In 2020, we added new debt management programs to meet changing consumers needs.

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

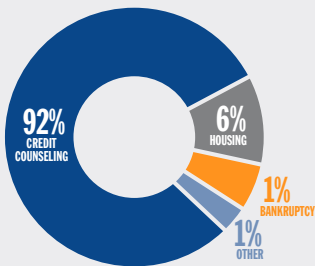
InCharge offers Credit Report Education to help clients better understand their credit report and how to dispute inaccuracies. Our counselors provide an action plan with education on how to improve your credit score by making on-time payments, paying off old debt and reducing credit utilization.



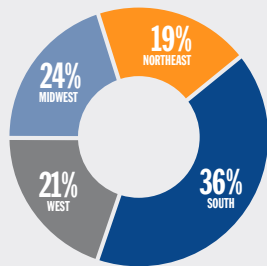
InCharge 2020 Fast Facts

Web Visits.....	2,916,964
Budget/Credit Counseling Sessions.....	66,004
Bankruptcy Sessions.....	11,481
Homebuyer Education.....	8,457
Community Workshops/Seminars.....	28
Attendees Educated (workshops/seminars).....	1,046
Low to Moderate Income Clients Served.....	43,941
Credit Card Debt Repaid by InCharge Clients... \$	\$128,073,759

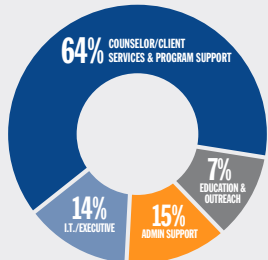
Counseling Programs Split



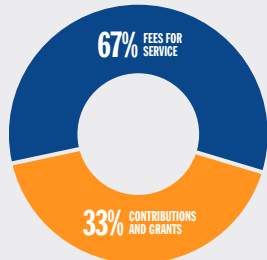
Clients Served by Region



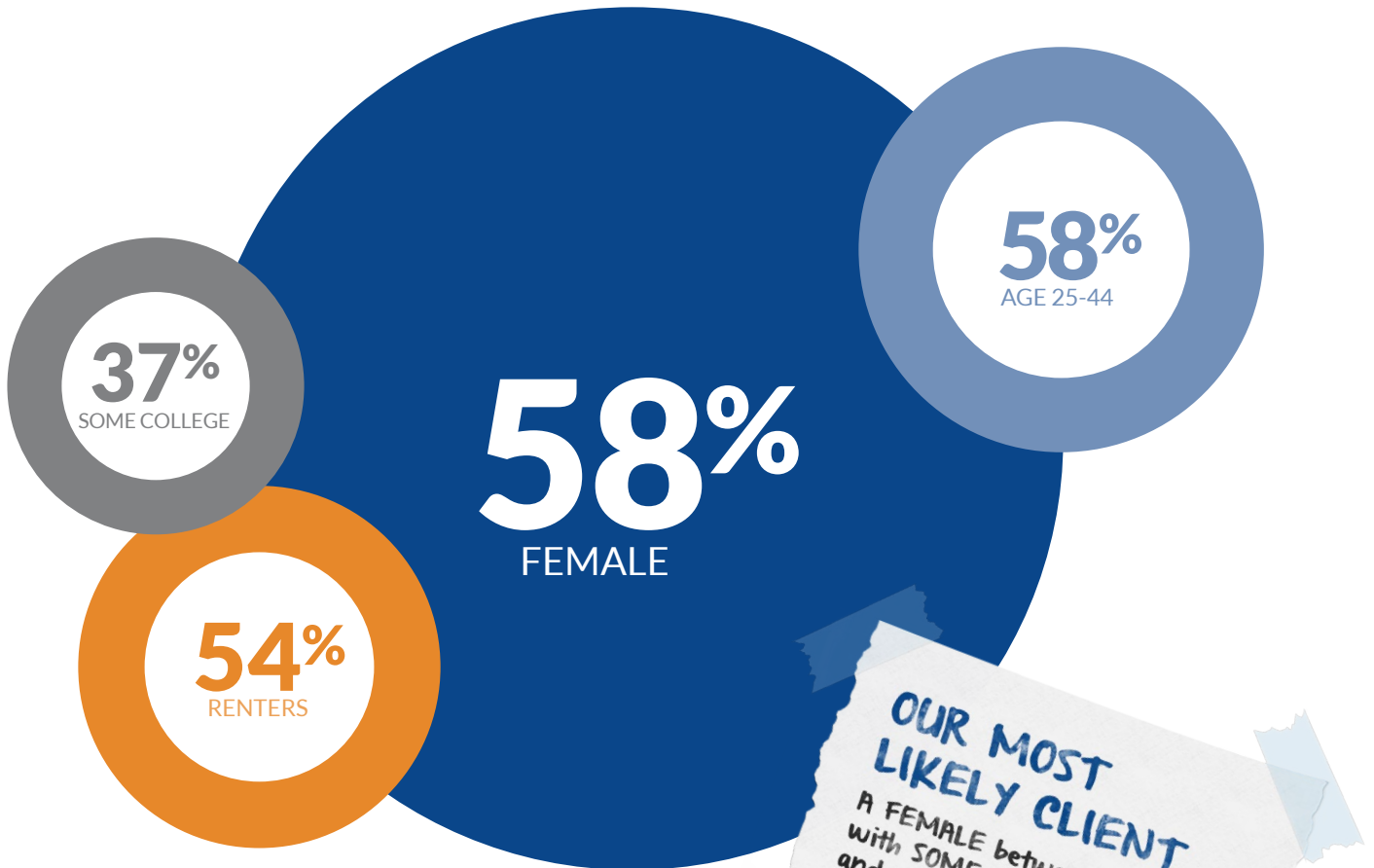
Employee Function Split



Funding Sources



CLIENT DEMOGRAPHICS



Client Debt Cause

Reduced Income	31%
Poor Money Management	22%
Other.....	14%
Unexpected Expense.....	12%
Medical Expenses	8%
Divorce/Separation.....	7%
Death in Family	6%

Client Marital Status

Single	50%
Married	32%
Sep./Div	15%
Widowed	3%

Client Housing

Rent.....	54%
Own	29%
Live with Friends/Family.....	17%

Client Gender

Female	58%
Male	42%

Income vs Credit Card Debt



Average Income
\$37,823

Average CC Debt
\$15,305

Client Age

18-24	12%
25-34	34%
35-44	24%
45-54	14%
55-64	9%
65+	7%

Client Education

Some College	37%
High School.....	28%
Bachelor's.....	21%
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 2020, InCharge participated in 28 community workshops and conferences, touching 1,046 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 2020, with over 125,000 visits. This page includes downloadable lesson plans, worksheets and teacher slide presentations.

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

Organization Memberships

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

**HELPFUL.
TRUSTWORTHY.
CARING.**

“
Mary
I was drowning in debt and almost lost the best thing of my life, my husband! They saved my life! I am now 99% Debt Free!!!!
”

“
Linda
I really love how InCharge helped me eliminate my outstanding credit card debt. I will definitely recommend InCharge...
”



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

In 2020, 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 2020

- InCharge clients paid back \$128,073,759 in credit card debt in 2020
- We continued to expand client services to improve the quality of the customer experience.
- Our certified counseling team completed over 66,000 counseling sessions.
- 71% of the InCharge team work in counseling, client services, customer support and educational outreach
- InCharge websites drew over 2.9 million visits and counselors responded to over 77,000 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 chooses the best option for their situation

CREDIT COUNSELING

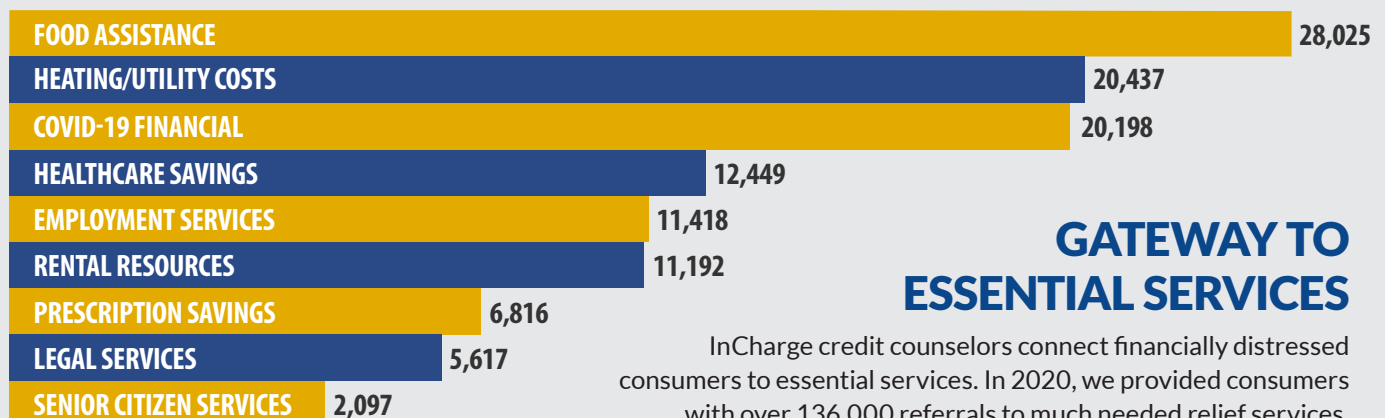
Features

- Mobile-friendly website
- Free credit counseling and budget development
- Phone, face-to-face (in Central Florida) and 24/7 advanced web-based 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 your total amount of interest paid

Top Referral Categories In 2020



GATEWAY TO ESSENTIAL SERVICES

InCharge credit counselors connect financially distressed consumers to essential services. In 2020, we provided consumers with over 136,000 referrals to much needed relief services.



HOUSING COUNSELING & EDUCATION

In 2020, we were 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 continued to offer Hometrek, an online HUD-approved homebuyer education course. In 2020, 8,457 students completed the pre-purchase homebuyer education course.

FORECLOSURE PREVENTION: In 2020, 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
- Keller Williams Realty
- Wells Fargo
- Fairwinds Credit Union
- NMI (National Mortgage Insurance)
- Countless Real Estate Professionals & Mortgage Brokers





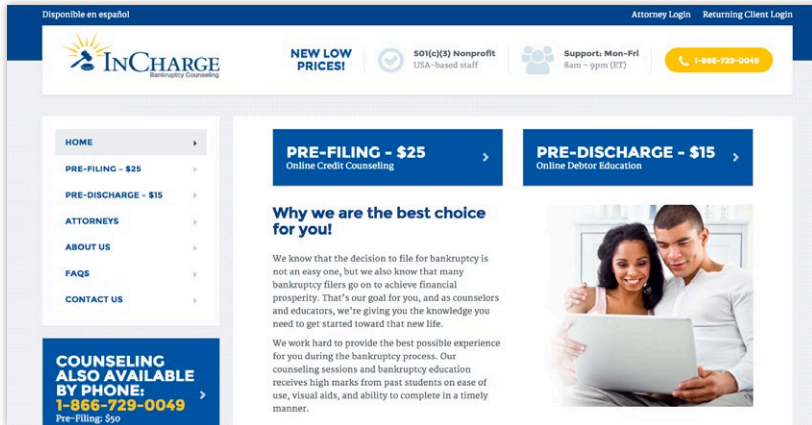
BANKRUPTCY COUNSELING & EDUCATION

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 has been 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



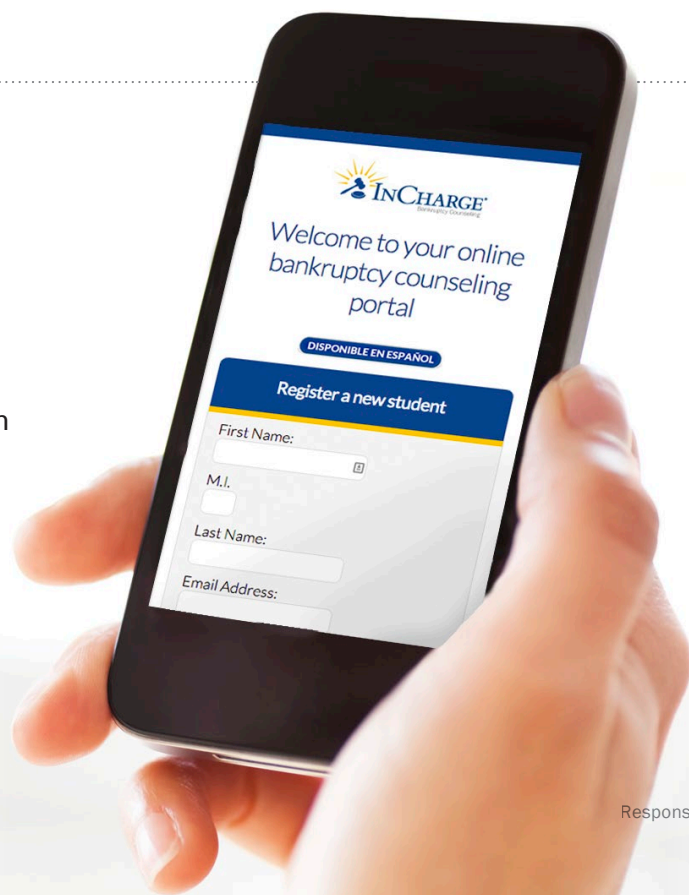
InCharge Bankruptcy Postcard

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.



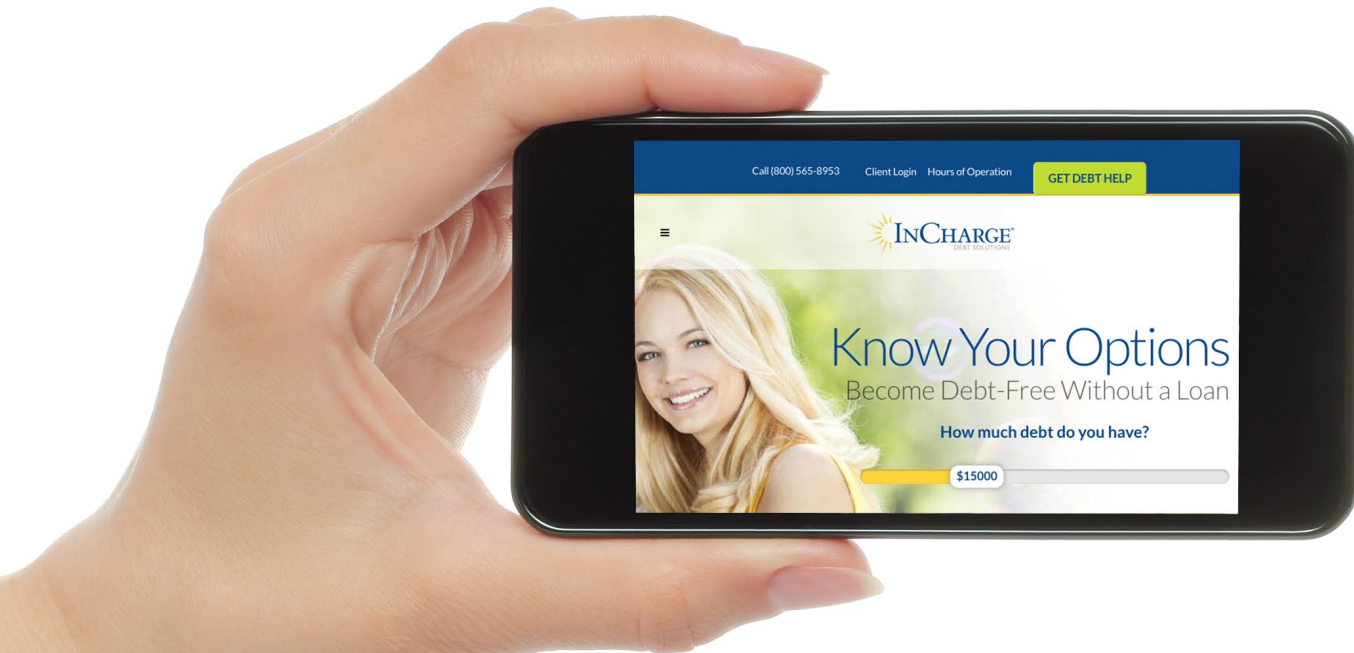
InCharge Debt Solutions has been a BBB-accredited business since 2002 and has earned a rating from the bureau as an A+ provider. This rating signifies that InCharge Debt Solutions meets BBB accreditation standards, which include a commitment to promptly resolving consumer complaints.



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.



Proud Member of:



A Trusted Source for the Media:



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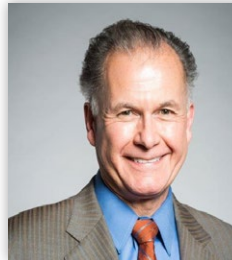
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37

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

28

Number of workshops and seminars conducted in 2020.

1,046

Number of attendees at InCharge financial literacy, housing and other workshops in 2020.

11,481

Number of bankruptcy counseling and education sessions completed by InCharge clients in 2020.

66,004

Number of credit counseling sessions delivered by InCharge to its clients in 2020.

2,916,964

Number of consumer interactions in 2020.

14,688,651

Number of client payments processed since 1997.

\$3,565,547,749

Amount of total debt our clients have repaid since 1997.

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