

Managing Money

A Consumer Action
Financial Education Project

Seminar Lesson Plan

(For use by the instructor)

Course Purpose:

Course Objectives:

By the end of the training participants will understand:

- What a credit history is and why it is important.
- How poor credit can prevent you from doing certain things.
- That it is never too late to start to rebuild good credit.
- How to get copies of your credit report.
- What information on a credit report is seen as negative.
- Some ways to improve your credit.
- What secured credit cards are and how they can help you rebuild your credit.
- How to recognize and avoid credit repair scams.

Materials:

Participant's folder, which includes:

- Improve Your Credit (brochure)
- Activities *(attached at the end of this lesson plan)*:
 - I. Evaluating Financial Services Ads (Classroom activity)
 - II. Setting Reasonable Debt Payments Worksheet (Take home)
 - III. Are You Damaging Your Credit questionnaire (Take home)
 - IV. Compare Three Secured Credit Card Offers (Classroom activity)
- Evaluation of the Banking Basics Seminar

For trainer:

- Rebuilding Your Credit Leader's Guide
- Rebuilding Good Credit Teaching Aid (PowerPoint presentation with notes)
- Easel, pad and markers

Seminar Duration: There will be two sessions of two hours each. Each two-hour session will include a 15-minute break.

Managing Money is a financial education project of Consumer Action.

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Training Outline

First Session (Two Hours)

Suggested Time Allotment:

Segment:

10 mins.

Welcome and training overview

15 mins.

Group introductions

10 mins.

Damaged credit

15 mins.

Credit reports and credit bureaus

15 mins.

Mistakes on your credit report

15 mins.

Break

15 mins.

Credit repair offers, debt consolidation

10 mins.

Evaluating financial services ads (activity)

15 mins.

Collection agencies

Second Session (Two Hours)

Suggested Time Allotment:

Segment:

5 mins.

Welcome participants back

10 mins.

Rebuilding good credit

20 mins.

Secured credit cards

20 mins.

“Compare Secured Credit Cards” (activity)

15 mins.

Break

15 mins.

Credit counseling, bankruptcy

15 mins.

Keeping your good credit

15 mins.

Questions and answers

5 mins.

Wrap-up and evaluation

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Training Design/Lesson Plan

Session One (Two Hours)

(Note: Before conducting the training, familiarize yourself with this lesson plan, the “Improve Your Credit” brochure, “Rebuilding Your Credit” leader’s guide and PowerPoint presentation.)

Welcome and Training Overview

(10 mins.)

Welcome participants. Hand out folders.

Review the knowledge and skills that the participants can expect to gain, including:

- How to begin to improve their credit.
- What a credit history is and why it is important.
- How poor credit can prevent you from doing certain things.
- How to get copies of your credit report.
- What information on a credit report is seen as negative.
- How to correct mistakes on your credit report.
- What a credit score is and how to improve your credit score.
- Some ways to improve your credit, including co-signed loans and secured credit cards.
- What secured credit cards are and how they can help people rebuild good credit.
- How to recognize and avoid credit repair scams.

Review the day’s agenda, emphasizing that the topics will be broken down into short, easily digestible sections of 10-15 minutes apiece and that there will be a 15-minute break about halfway through the session.

Group Introductions

(15 mins.)

Ask participants to introduce themselves and say what they hope to get out of the seminar.

Write down participants’ expectations on the easel pad. *(This activity will serve as a brief icebreaker to help workshop participants get to know each other and feel more comfortable, and to give you an idea of what participants are expecting from the seminar. Save the page for the final wrap-up and evaluation at the end of the second session, so that you can revisit it and ask for feedback on how participants feel about the seminar.)*

RESOURCE: Direct attention to the “Improve Your Credit” brochure in participants’ folders. Give the class five minutes to review the brochure before you continue.

Damaged Credit

(10 mins.)

Ask participants what “bad credit” means to them. Write down some responses on the easel pad.

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Questions to generate discussion:

- *How can bad credit limit your life?*

—While it's possible to get by without credit, access to credit is essential for buying a home or financing a car. And poor credit may hinder your ability to get a credit card, rent an apartment, start phone service, buy life insurance or get a job.

- *How do you know if you have bad credit?*

—Many people first realize the impact credit can have when they are turned down for a loan, a job or a rental dwelling.

Credit Reports and Credit Bureaus

(15 mins.)

Questions to generate discussion:

- *How do companies know if you have bad credit?*

—Credit records are maintained by companies called credit reporting bureaus.

—It is your right to contact these companies at any time to order a copy of your credit report, which contains information about your current credit accounts, such as credit cards, mortgages and car loans.

—Your credit report has information about credit accounts you've had in the past seven years (or the past 10 years if you filed for bankruptcy).

- *What is a credit report?*

—A document containing data about how you use credit, such as credit cards, car loans and home mortgages.

—A record of your past and present loans and credit card accounts.

Key points on credit reports:

- You can get a copy of your credit report at any time by paying a fee.
- If you have been denied credit in the past 60 days, you can get a free copy of your credit report.
- You have the right to correct errors in your credit report.
- You can't remove accurate information in your credit report.

Key points on credit reporting bureaus

- There are three major credit reporting bureaus: Equifax, Experian and TransUnion. (Point out that contact information for the credit bureaus is in the "Improve Your Credit" brochure.)

Break (15 mins.)

Announce a 15-minute break.

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Credit Repair Offers, Debt Consolidation

(15 mins.)

Review the basics of credit repair and debt consolidation. (See manual, pages 8-10.)

Questions to generate discussion:

- *Do credit repair companies fix people's bad credit?*
 - Credit repair companies promise, for a fee, to clean up your credit report so you can get credit, a car loan, a mortgage, insurance or a job.
 - In most cases, everything a credit repair company can do legally you can do yourself, at little or no cost.
 - No one can legally remove accurate and timely negative information from a credit report.
 - If you decide to work with a credit repair company, research its offer carefully.

- *Can you legally obtain a new personal identity number that will allow you to get credit despite a bad credit record?*
 - No. Companies which promise that you can get a new Social Security number or tax ID number are attempting to illegally exploit a law that allows people to apply for a special business tax identification number (an "Employer Identification Number").
 - Employer Identification Numbers have nine (9) digits, as do Social Security numbers and look like they could be interchangeable.
 - This is fraudulent and illegal! If you participate, you could face fines or even a prison sentence.
 - It is a federal crime to make any false statements on a loan or credit application.

- *Can you consolidate all your loans together under a new loan and save money on interest?*
 - Look before you leap: Debt consolidation loans could put you deeper into debt.
 - Borrowing money from relatives or friends can be a great way to consolidate your debts.
 - A home equity loan may provide a solution to debt consolidation.
 - Approach any loan secured by your home with caution. If you fail to repay the loan, you could lose your home.

Evaluating Financial Services Ads

(Classroom Activity) (15 mins.)

Ask participants to take out the "Evaluating Financial Services Ads" activity sheet from their folders. Stress that this is not a test, but a learning activity.

Go over the instructions with the class. Direct participants to evaluate the classified ads to determine whether or not they are offering a legitimate service. Suggest that they read the ads carefully, focusing on key words and applying common sense. Ask them to jot down the reasons for their conclusions so that the class can discuss them.

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Key points for classroom discussion:

- Legitimate lenders never “guarantee” or say that you are likely to get a loan or a credit card before you apply.
- Federal law prohibits companies from asking you for an advance fee for credit.
- Any promise to create a new credit identity has a high likelihood of being a scam.
- “900” numbers are a red flag for fraud—when you call a “900” number you will be charged a lot of money on your phone bill.
- It is a federal crime to make false statements on a loan or credit application.
- Legitimate ads do not make outrageous claims.
- Web sites that end in “.org” (DOT ORG) are owned by not-for-profit organizations.

Collection Agencies

(10 mins.)

Review the Leader’s Guide section on collection agencies. (See “Rebuilding Your Credit Leader’s Guide,” page 11.)

Questions to generate discussion:

- *What should you do if a collection agency calls about an overdue bill?*
 - Respond immediately if you don’t agree that you owe money.
 - Ask that the collection agency verify the debt and supply you with proof that you owe the money.
 - Collection agencies cannot attempt to collect a debt while its validity is being checked out with the original creditor.
- *What information must be provided upon your request by a collection agency?*
 - The amount of the debt.
 - The name of the original creditor.
 - Notification that you have 30 days to dispute the debt.
- *How can you make a collection agency leave you alone?*
 - Write a letter stating that you wish the collection agency to cease all communications with you.
 - You are still responsible for paying legitimate debts, but the company must stop hassling you if you ask it to.
 - If you ask a collection agency to leave you alone, you may be losing an opportunity to explain your situation and resolve the debt.
- *Can a collection agency call your neighbor to ask about you if you owe a debt?*
 - Collection agencies are prohibited by law from informing third parties that you owe a debt.
 - Collection agencies are prohibited by law from contacting a third party about you, except to confirm or correct information about where you can be found.
 - The collection agency may contact any person besides yourself about your case only once, unless they are invited to call back.

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First Session Wrap-up

(5 mins.)

Thank the class for its attention and participation.

Quickly review the topics that will be covered in the upcoming session (secured credit cards, credit counseling, bankruptcy and how you can keep your credit in good shape). *Let them know that there will be a question-and-answer session. If they have questions about today's session, suggest that they make a note and keep it in their folder.*

Point out the "Debt Payments Worksheet" in their folders. Explain that this worksheet is for them to take home and fill out. Note that it is accompanied by a questionnaire to help them assess their risk of damaged credit.

Ask participants to read the "Improve Your Credit" brochure before the next session.

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Session Two (Two Hours)

Welcome (5 mins.)

Greet participants and welcome them back. *(This time will allow the group to reconnect with each other and with you.)*

Rebuilding Good Credit

(10 mins.)

Questions to generate discussion

- *How long will it take to rebuild my good credit?*

- Unfortunately, there is no single answer to this question.

- It may take time and patience to establish good credit.

- Each person's situation is different and lenders have wide-ranging requirements.

- It depends on how much damage has been done. For instance, a few late payments might be downplayed after a year of on-time payments while a bankruptcy may be more difficult to put behind you.

- *Why should I even try to rebuild my credit?*

- It's possible to get by without credit but access to credit is essential for buying a home or financing a car.

- Poor credit may hinder your ability to get a credit card, rent an apartment, start phone service, buy life insurance or get a new job.

- *What are some ways to rebuild good credit?*

- Pay your existing credit accounts on time.

- Apply for a credit card or small loan from your bank, credit union or a local department store and repay it on time.

- Ask a relative or friend with good credit to co-sign your credit application. After a year of good payments, you should receive credit card offers on your own. Make sure to close the co-signed account to absolve the co-signer from responsibility.

- Get a secured bank credit card.

Secured Credit Cards

(20 mins.)

Secured cards are backed by money you deposit and keep in a bank account. If you don't pay off your credit card bill, the money in your account will be used to cover that debt.

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Go over these key points with participants:

- Even people with poor credit may be able to get a secured Visa or MasterCard.
- Secured credit cards can help you repair your credit.
- You will probably qualify for a secured credit card if all your bills are paid and you have had no bad marks on your credit for at least six months.
- Make sure the credit card company will report your payments to credit bureaus.
- Show that you can handle credit responsibly by using your card to make a few purchases.
- Make all payments before the due date and, if possible, pay your balance in full each month.
- After one year, apply for a regular, unsecured card.
- Your credit line, the maximum amount you can charge on a secured card, is usually equal to the amount of your deposit.
- Look for a card that will pay interest on your deposit.
- Most secured credit cards have annual fees ranging from \$20 to \$50.
- Be sure to research the products available and avoid any unnecessary fees.

“Compare Three Secured Credit Card Offers” (activity)

(20 mins.)

Ask participants to take out the activity sheet from their folders. *Stress that this is not a test, but a learning activity.*

Go over the instructions. Explain that there are three secured credit card offers and they are going to decide which one seems best. Suggest that participants ask themselves: *Do the undesirable terms outweigh desirable ones?*

Ask participants to jot down the reasons for their conclusions so that you can discuss them after everyone has had a chance to complete this activity.

Allow participants about 10 minutes for the activity. Then ask for everyone’s attention to the second page of the activity.

Questions to generate discussion

- *Did your responses jibe with the conclusions?*
- *What do you think are the most important terms to look for in a secured card?*
- *What would you definitely avoid?*

Break

(15 mins.)

Announce a 15-minute break.

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Credit Counseling, Bankruptcy

(15 mins.)

Review the Leader's Guide section on credit counseling and bankruptcy. (See *"Rebuilding Your Credit Leader's Guide,"* pages 17-18.)

Credit counseling

—Credit counseling is a service that helps people get out of debt.

—Services include budgeting as well as complex debt management programs in which your debts are consolidated by the credit counseling organization.

—Debt management programs require that you make monthly payments to the credit counseling organization, which in turn pays your creditors.

—Most credit counseling organizations negotiate directly with creditors on your behalf to lower interest rates and waive accumulated late fees.

RESOURCE: Find a credit counselor at The National Foundation for Credit Counseling web site (www.nfcc.org) or call 800-388-2227 to reach its 24-hour automated office listings.

Bankruptcy

—If possible, try to work out payment programs with your creditors or to enter a debt management counseling program before you consider filing bankruptcy.

—There are two types of consumer bankruptcies:

- In filing a Chapter 7 (straight) bankruptcy, a debtor's nonexempt assets are converted to cash and distributed to creditors. Exempt assets include your home.
- In filing a Chapter 13 bankruptcy (wage-earner plan), a debtor repays some or all outstanding debt if they have the income to do so.

—Bankruptcy remains on your credit report for 10 years.

—Each debt that was discharged under the bankruptcy petition (such as credit card accounts) may remain on your report for seven years.

—Sometimes bankruptcy cannot be avoided.

—Common reasons for consumer bankruptcy

- large medical expenses
- seriously over-extended credit
- lack of adequate insurance
- divorce and marital problems

—You need to hire an attorney to file bankruptcy.

RESOURCE: Before selecting a bankruptcy attorney, educate yourself about bankruptcy at the Cornell Law School web site (www.law.cornell.edu) and click on "Law About..." to get to an alphabetical index of topics such as bankruptcy.

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Keeping your Good Credit

(15 mins.)

Review your credit report at least once a year.

Potentially negative information on your credit report includes:

- Late payments on credit cards and loans
- Unpaid debts
- Bankruptcy

NOTE: Credit fraud is on the rise. Check your credit report carefully to ensure that all the debts listed belong to you and are not the work of a criminal who has set up credit accounts under your name.

Good credit is about meeting your responsibilities and not taking on more than you can handle.

- Always try to live within your means and pay your bills, loans and credit cards on time.
- If you become unemployed, at least try to make the minimum payments so that you don't default and damage your credit.

A question to generate discussion:

- *What can you do to protect your credit record?*
 - Order copies of your credit report once a year so that you can check for errors or misstatements.
 - Even if you are strapped for money, try to make at least the minimum monthly payment due on all your credit accounts. (*NOTE: If you can afford to pay more than the minimum payment, always do it.*)
 - Apply only for credit that you really need. Many lenders consider it to be negative if they see many inquiries on a consumer's credit report.
 - You may be able to improve your credit standing by closing accounts that you are no longer using.
 - If you divorce or separate, make sure that joint accounts are closed.

Questions and Answers

(15 mins.)

Open the floor to questions. The leader's manual is written in Q&A format to help you anticipate frequently asked questions.

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Wrap-Up and Evaluation

(5 mins.)

Take out the easel sheet on which you wrote participants' expectations at the beginning of the course. Discuss whether or not the seminar lived up to those expectations.

Questions to generate discussion:

- *Was enough time spent on the topics for you to gain a thorough understanding?*
- *Which topics were the most interesting, or valuable, to you in your work or in your daily life?*

Congratulate participants on their attention and participation in the day's training. Suggest that they fill out the "Seminar Evaluation Form" and leave it with you on their way out.

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Instructions: Evaluate the following classified ads to determine whether or not you believe they are offering a legitimate service. Read the ads carefully, focusing on key words and applying common sense. Jot down the reasons for your evaluation so that you can discuss them with the class after everyone has had a chance to complete this activity.

Your Hometown Newspaper

Classifieds

Guaranteed Loans! Even bad credit, no credit or bankruptcy. Call today! (800) LOAN4U

Would you respond to this ad? Yes No Why do you feel this way?

BAD CREDIT? NO CREDIT? NO PROBLEM! Create a new credit identity legally. No one will ever know about your past mistakes and you can apply for a credit card—no problem. For more information, call (900) ANEWYOU.

Would you respond to this ad? Yes No Why do you feel this way?

CONSUMER CREDIT COUNSELING SERVICES. Credit counseling by phone, online or in person. Services since 1951. Find a member agency near you. (800) 388-2227, www.nfcc.org

Would you respond to this ad? Yes No Why do you feel this way?

Turn to page 2 to see if your conclusions are on target.

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GUARANTEED LOANS!

Caution: Legitimate lenders never “guarantee” or say that you are likely to get a loan or a credit card before you apply, especially if you have bad credit, no credit or a bankruptcy. Although it does not specifically state that there is a large fee up front, you would probably find out that there was one if you responded to this offer.

Federal law prohibits any company from asking you for an advance fee for credit. If you don’t have the offer in hand or confirmed in writing and you are asked to pay, the company is breaking the law.

BAD CREDIT? NO PROBLEM!

Caution: Any promise to create a new credit identity has a high likelihood of being a scam or involving illegal activity. And the “900” number is another red flag—when you call a “900” number you will be charged a lot of money on your phone bill. The information provided on “900” calls is deliberately long-winded because it is designed to keep you on the phone for a long time to run up the charges.

Offers to create a new credit identity often provide misleading information about how you can apply for an Employer Identification Number (EIN) from the Internal Revenue Service (IRS). EINs resemble Social Security numbers but are used by businesses to report financial information to the IRS and the Social Security Administration. The credit repair service will no doubt tell you to use your EIN in place of a Social Security number when you apply for credit. It is a federal crime to misrepresent your Social Security number and to obtain an EIN from the IRS under false pretenses.

CONSUMER CREDIT COUNSELING SERVICES

Consider responding: This ad makes no outrageous claims. The information provided about its long history is reassuring and its web site address tells you it is a non-profit organization (because the address ends in “.org”). A toll-free number is provided to help you find a local office, which signals that the organization has member agencies nationwide.

The National Foundation for Credit Counseling is a well-established non-profit organization with community-based affiliates across the country. Member agencies are often known as Consumer Credit Counseling Services (CCCS), although some go by other names but can be identified by the NFCC member seal. The agencies offer free or low-cost credit counseling services on a sliding scale. You can call (800) 388-2227 or visit the NFCC web site (www.nfcc.org) to find a local agency.

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Debt Payment Worksheet (Side I)

This worksheet is for you to take home and complete.

When you owe money for purchases that don't increase in value over time, the amount you owe is your **consumer debt**. This kind of debt doesn't include home loans (mortgages) but does include credit card balances, department store cards, student loans and auto loans.

If more than 15% to 20% of your after-tax income goes to pay off your consumer debt, you may have problems paying your bills. This means you could face default, which would negatively affect your credit record.

Use this chart to figure how your percentage of consumer debt fits into this guideline:

Monthly Debt Payments

Exclude your home loan (mortgage) and credit accounts or bills you normally pay in full.

Monthly Debts	Sample Payments	Fill in your information
Car loan	\$200	
Student loan	\$80	
Credit card 1	\$125	
Credit card 2	<i>N/A</i>	
Department store card 1	\$45	
Department store card 2	<i>N/A</i>	
Other	<i>N/A</i>	
Other	<i>N/A</i>	
Total debt payments:	\$450	
Monthly take-home pay:	\$3,500	
Divide total debt payments by monthly take-home pay:	<i>\$450 divided by \$3,500 = 0.128.</i>	
Round the percentage to two decimals.	<i>Rounding 0.128 gives you 13% *</i>	

**Ideally, this percentage should be 15% or lower. If the percentage is between 15% and 20%, you could be heading for credit problems. If this percentage is higher than 20%, you may be carrying too much consumer debt in relation to your income.*

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Is Your Credit in Danger? (Self Questionnaire) (Side II)

This questionnaire is for you to take home and complete.

Yes No I spend more than 20% of my monthly after-tax income on consumer debt payments. (To find the answer to this question, fill out the accompanying *Debt Payment Worksheet*.)

Yes No I am struggling to make ends meet every month.

Yes No I am borrowing to pay other debts.

Yes No I pay my bills late.

Yes No I have defaulted on a debt.

Yes No I pay only the minimum on credit cards and charge accounts.

Yes No I write post-dated checks.

Yes No Bill collectors are calling me.

Yes No I have borrowed from my retirement account.

Yes No I have taken cash advances on my credit cards to pay normal monthly bills.

Yes No I don't know how much money I owe.

Yes No I don't have any emergency savings.

Yes No I have bounced checks that I sent to pay creditors.

How to evaluate your answers: One or more "Yes" answers signal that you may have debt problems. If you default on your debts, it may negatively affect your credit history and keep you from having access to credit in the future.

How long will it take to rebuild my good credit?

Unfortunately, there is no single answer to this question. Each person's situation is different and lenders have wide-ranging requirements. If you have just a few late payments on your credit cards but have brought all your accounts up-to-date, you may qualify for additional credit immediately. If you answered "Yes" to many of the questions above you may have to make serious behavioral changes in order to improve your credit.

Here are some things you can do to help rebuild your credit:

- Pay off your current creditors
- Continue to make on-time payments
- Don't overextend yourself with unnecessary credit accounts

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Compare Three Secured Credit Card Offers

Instructions: You're looking for a secured credit card to use in rebuilding a good credit record. You've shopped around and come up with three opportunities—now it's time to decide which one is best for you. Based on the information given, evaluate the secured credit cards below. Assess the terms to decide if undesirable terms outweigh desirable ones: Jot down the reasons for your conclusions so that you can share them with the class after everyone has a chance to complete this activity.

"Premium Plastic" card

Apply for this card? Yes No

Application fee: \$89
Participation fee: \$3 per month
Annual fee: \$59
Grace period: 20 days
Minimum deposit: \$600
Interest rate paid on your deposit: None
Annual percentage rate-purchases: 19.8%
Annual percentage rate-cash advances: 21.8%
Cash advance fee: 4% / \$20 minimum
Late fee: \$35

WHY?

"Cure Your Credit" card

Apply for this card? Yes No

Application fee: \$295
Participation fee: None
Annual fee: \$35
Grace period: None
Minimum deposit: \$300
Interest rate paid on your deposit: 0.075%
Annual percentage rate-purchases: 21.99%
Annual percentage rate-cash advances: 21.99%
Cash advance fee: 3% / \$5 minimum / \$50 maximum
Late fee: \$29

WHY?

"Secure Credit History" card

Apply for this card? Yes No

Application fee: None
Participation fee: None
Annual fee: \$39
Grace period: 25 days
Minimum deposit: \$200
Interest rate paid on your deposit: 2%
Annual percentage rate-purchases: 16.99%
Annual percentage rate-cash advances: 16.99%
Cash advance fee: 3% / \$5 minimum / \$15 maximum
Late fee: \$29

WHY?

See page 2 to see if your conclusions are valid.

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How do the cards stack up?

The federal Truth in Lending Act requires that you be given information about credit card offers so that you can compare one card with another. You should find information about the annual percentage rate (APR), annual fee, grace period and fees (such as late fees and cash advance fees) on all credit card solicitations.

When comparing credit cards, look for a card that offers the best deal overall. This can be a balancing act. Assess the terms to decide if undesirable terms outweigh desirable ones.

“Premium Plastic” card

This card compares unfavorably for the following reasons:

- You do not have to pay an application fee to get a secured credit card—this card has one. It also has a participation fee that is billed monthly.
- Virtually all secured cards have annual fees but this card has a higher than normal annual fee.
- The minimum deposit is higher than many people can comfortably afford and no interest is paid on your money while it is on deposit with the bank.
- The APR is high at 18.9%, but many secured cards have interest rates that are higher than average. (Check Bankrate.com for current average.) The APR for cash advances is even higher.
- The fees are on the high side with a \$35 late fee and a 4% cash advance fee, with a \$20 minimum.

“Cure Your Credit” Card

This card compares unfavorably for the following reasons:

- You do not have to pay an application fee to get a secured credit card—this card has an outrageously high application fee of \$295. This card’s other terms might be attractive on their own, but this fee alone should kick this card out of the running.

“Secure Credit History” Card

This card has the most favorable terms of all three examples:

- No application or participation fee.
- A lower than average annual fee by secured card standards.
- Low minimum deposit.
- Interest rate on deposits compares favorably to current savings account rates.
- Lower APR and cash-advance interest rate.
- Fees are average. Cash advance fee is capped at \$15.

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Evaluation of the “Rebuilding Good Credit” Seminar (For class distribution)

Thanks for attending!

Before you leave today, please help us improve future presentations by giving us your opinion of today’s seminar.

Circle the number that reflects your feelings about each statement:

- 1 = Strongly Agree
- 2 = Agree
- 3 = Disagree
- 4 = Strongly Disagree

I have a better understanding of how bad credit can limit my ability to do things.

1 2 3 4

I have a better understanding of how I can protect my credit so that it doesn’t become badly damaged.

1 2 3 4

I have a better understanding of how I can go about rebuilding good credit, if necessary.

1 2 3 4

The instructor was well informed.

1 2 3 4

The materials I was given are easy to read and understand.

1 2 3 4

I would like to attend another class like this.

1 2 3 4

On a scale of 1 to 10 (10 being the highest), how would you rate the seminar? ____

What else would you like to tell us about how we could improve future seminars?

Return this form to the instructor. *Thank you for giving us your thoughts!*