

When Was Your Last



Financial Check-Up?

Sally Walker exercise: A Consumer Action teaching tool

www.consumer-action.org

Introduction to the “Sally Walker” class activity

Note to Trainers:

This Sally Walker activity is designed to give your clients a jumping off point for thinking about their own spending and saving priorities. By working in teams to suggest solutions to Sally’s extreme problems, clients will become comfortable with the idea of budgeting and taking control of their spending. This activity emphasizes the fundamentals of basic money management, budgeting and the tools required to assist your clients in accomplishing their financial goals.

Sally Walker will enhance your clients’ learning of the following concepts and skills:

- **Concepts:** Goal setting, budgeting, cutting expenses, saving, managing credit, recognizing identity theft, and choosing insurance.
- **Skills:** Decision making, organization, financial planning, and analyzing information in credit and specialty credit reports.

Key Learning Objectives

After working through the problems presented in the Sally Walker activity, your clients will have a better understanding of:

- Creating and maintaining a workable budget and the importance of setting realistic financial goals
- Tracking and cutting back expenses, eliminating debt, and avoiding unnecessary bank fees
- The importance of planning and preparing for a financial emergency
- The importance of having an accurate credit history, the function of a credit reporting agency, and how to request a credit report
- The impact that credit and specialty consumer reports can have on personal finances
- How to handle collections accounts
- The impact of identity theft and how to protect and defend against it

Sally Walker Activity

Sally's financial situation

Sally Walker is a 41-year-old communications assistant at Lions Gate Entertainment in New Orleans, where she earns an annual salary of \$47,760. Sally moved to New Orleans from Santa Barbara, California, with her husband, John, in 2007. Though they met in Paris and lived throughout Europe for a short time, neither has lived anywhere else in the U.S. other than Santa Barbara and now New Orleans.

In 2008, Sally and John purchased a house located at 546 Annex Road for \$220,000. They put a \$5,000 downpayment on the house and took out an interest-only loan from First Union Bank. The loan has a variable interest rate that is fixed at 5% for the first 10 years. The couple's monthly mortgage payments of \$1,500 cover only the loan interest, property taxes and private mortgage insurance (PMI), but no principal. The loan is due to reset in 2018, at which time the interest rate will jump to the prevailing market rate, which is likely to be higher than 5%.

Sally and John also pay \$1,200 a month on her leased 2013 Mercedes SUV and \$800 a month on his Porsche, which has an outstanding loan of \$23,000 with a 23% interest rate.

Planning for retirement has never been on either Sally or John's radar. Both of their employers offered defined contribution retirement plans (401(k) plans); however, though their combined income was around \$100,000 a year, neither Sally nor John participated.

In 2009, a hit-and-run driver killed John. Since that time, Sally has been treading water financially and emotionally, just surviving day to day. Though Sally has never been more than 30 days late with her mortgage payment, she is often 45 to 60 days late with her car payment and other bills. Sally lives in a very rural area that has no public transportation; therefore, she needs her car to get to and from work. She has several high-interest credit card accounts but she only makes the minimum payments each month. She often relies on her bank's overdraft protection service, despite paying hefty fees, because she knows her checks will be covered. Sally has no spending or savings plan—in fact, she pays very little attention at all to her spending. She uses shopping as a form of therapy to avoid thinking about losing John, the love of her life. John was the one who took care of their budget, goal setting and financial planning, and reviewed both their credit and specialty consumer reports. Sally cannot balance her checking account without crying.

A couple of weeks ago, Sally began receiving calls from collection agencies about delinquent accounts with Sears and Home Depot. Because she never opened accounts with Sears or Home Depot, she was certain the collectors had

the wrong Sally Walker and just ignored the calls. Yesterday, she received an "Intent to Garnish Wages" letter from an agency collecting for Home Depot on an outstanding debt of \$10,000. Fearing that she may lose her job if the collector carries out its threat, Sally applied online for a \$10,000 payday loan at InstantCash.com. Realizing that she would not have \$10,000 by her next payday, Sally requested that the loan be structured to provide for an automatic rollover for 120 days. This type of loan structuring would allow InstantCash.com to submit a debit authorization to Sally's bank for the fees due on the loan every 30 days. InstantCash.com charges \$15.00 for every \$100 borrowed—in this case, \$1,500 per month. Sally believes that her federal income tax refund check should be more than enough to cover the \$10,000 authorization in 120 days, and her bank's overdraft protection should cover the fees charged by InstantCash.com

Although Sally is not behind on her mortgage, the lender is threatening to place "forced" insurance on her house within the next 30 days at a cost of \$1,000 a month because Sally let her homeowners policy lapse six months ago.

Sally's goals

Sally is sitting in your office with all of her financial documents—bank and credit card statements, insurance policies, Social Security earnings statements, and credit and specialty consumer reports. **She desperately needs your help to get her finances in order.** Sally has no idea where her money is going each month. She has also shared with you that she considered refinancing her house but the property value has dropped from \$220,000 to \$120,000. She also just received a letter from the IRS stating that she owes the agency \$25,000 for failing to report income earned from employment at a local department store—but Sally has never worked at a department store. Sally would also like to know why her home and auto insurance premiums have increased over the past three years even though she is an excellent driver and has never received a ticket. Sally's SUV is scheduled for its regular maintenance in January, and the cost is generally around \$900. Her car's registration is also due in January. She has also told you that the central air conditioning in her house must be replaced soon, knowing that the month of May is the best time to replace the unit, as most suppliers offer a discount at this time.

During your interview with Sally, you learn that she needs both a spending and savings plan.

Sally identifies the following as financial goals:

- She would like to start an emergency savings account as soon as possible. The savings account that John started for them is down to \$150.
- She would like to get on track with her credit and control her debt but she is not sure where to start.

- She would like to start contributing 10 percent of her net income to her retirement account within the next six months to a year.
- She wants to have a baby soon and would like to take a 10-month maternity leave at that time. Lions Gate's personnel policy provides that qualified employees will be compensated their regular salary while on maternity leave for up to three months. To qualify for this benefit, a Lions Gate employee must have uninterrupted service with the company for seven years.
- She would like to obtain mortgage payment protection insurance so her mortgage will be paid if she becomes disabled.
- Sally is interested in applying for an opening in the production department of her company in May. This would be a promotion for Sally and would mean a \$3,500-a-year increase in salary. However, Sally is short six college credits. She can take an online class at a reputable university to earn those units for \$925, which would include the cost of books and tuition.

Your task

I. Sally needs a financial check-up. Review Sally's financial goals related to her spending and debt and label each goal as either short-, mid- or long-term. With Sally's goals, spending behavior and debt in mind, create a plan with a specific timeline that Sally can follow to accomplish those goals. If a goal involves earmarking money, you can use the budget planner in your packet to determine the month in which Sally can begin saving a percentage of her salary to achieve her goals.

II. Create a spending plan for Sally. Using the budget planner, track Sally's spending habits for the last three months. After reviewing her spending habits, you must:

- Identify those items in Sally's budget that are barriers to her ability to save.
- Label those items in the budget as either a "need" or a "want." If the item is a "want," suggest a less expensive alternative where applicable.
- Get Sally's spending under control. Sally will need a spending plan that will help her forecast and control her expenses for November, December and January. Remember, Sally will need money for scheduled car maintenance and renewal of her automobile registration in January. Her debt to InstantCash.com will become due shortly, and she will need to replace her central air conditioning unit in May.

III. Determine whether Sally is using her credit wisely or whether she is abusing her credit. Sally has three credit cards. She opened her account with

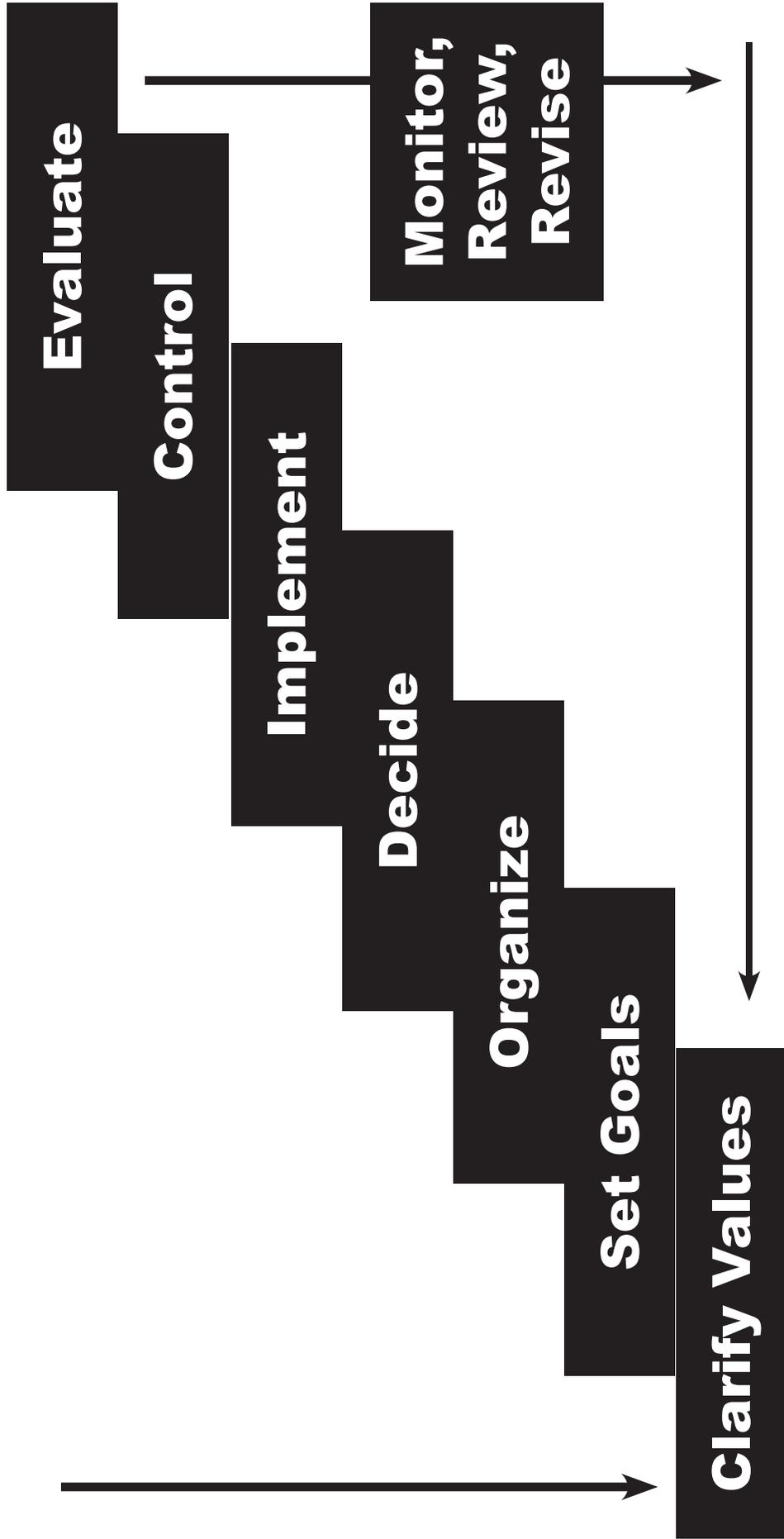
Care Credit last May. The card has a \$10,500 limit and an outstanding balance of \$10,020. Sally is making monthly payments of \$96 on this 12-month, deferred-interest loan. If Sally fails to pay the card off within the 12 months, the interest rate on the loan will increase to 23.5%. The limit and outstanding balance on her Macy's card is \$3,500, with a 19.5% interest rate. Sally just applied for an increase to her limit because she is eyeing a white mink jacket that will go very well with her Seven brand jeans. Sally is currently paying \$58 a month on this card. Sally's third credit card is a Mobile gas card that she uses only for out-of-state travel. The card has a \$1,500 limit and holds a balance of \$300. Sally is making the minimum monthly payments of \$45 on this card.

IV. Determine how Sally can best handle the payday loan and use of her bank's overdraft protection. It is unclear whether Sally understands the costs and risks of using these products—the substantial probability of being indebted for much longer than anticipated and the bottom line impact from such sustained use. Although the funds from the InstantCash.com loan are in Sally's bank account, she has not spent the money yet. In your plan of action for Sally, list a few alternatives to payday lending that Sally could use to handle future unexpected expenses.

V. Review Sally's credit and specialty consumer reports. Identify how information in the reports is impacting Sally's pocketbook. Create a plan of action that Sally can follow to limit the impact on her personal finances.

Your plan should provide Sally with different options as well as the possible outcome of following certain options. Remember, Sally is the client and the decision to follow your recommendations—or not—is hers.

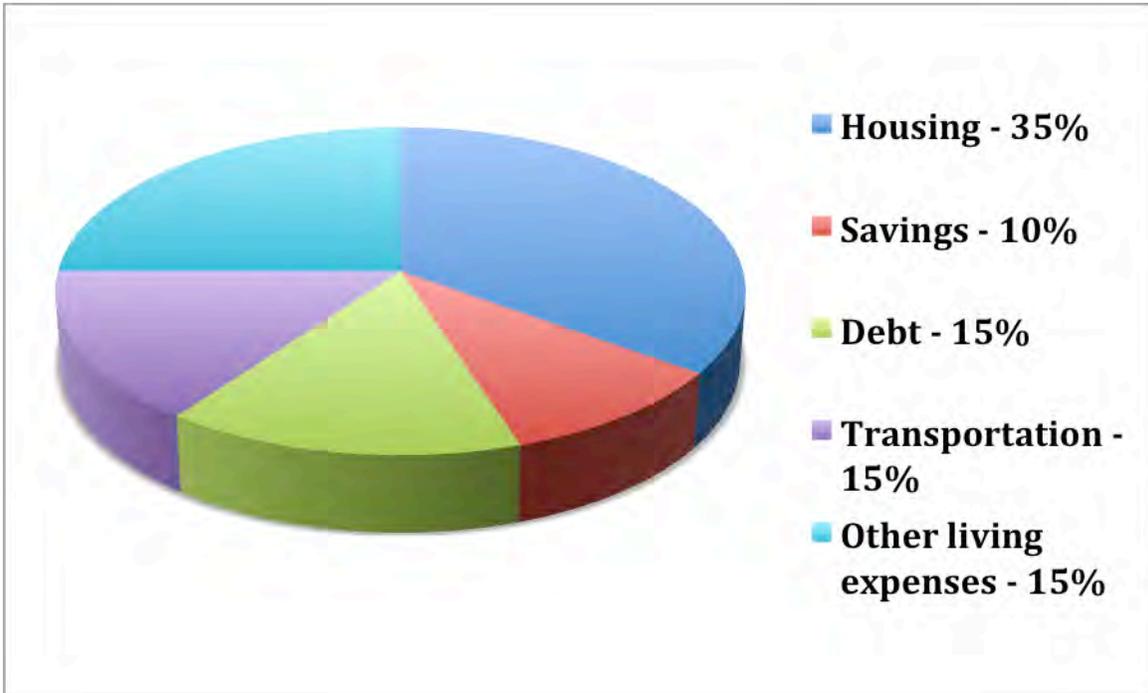
How to Plan for Financial Success



Create a Spending Plan

Have you ever asked yourself, “Where did all my money go?” A good way to understand how you spend your money is to develop a spending plan.

Spending plan pie chart



A spending plan is a budget that tracks how much money you bring in each month, and most importantly, how much you SPEND each month. It will help you figure out exactly where your money is going. To control your spending, start by creating a spending plan to help you manage your money wisely.

What are the three types of expenses that should be included in a spending plan?

Signs of Credit Distress



- **Exceeding 15% rule**
- **Second salary used to pay debts**
- **Paying only the minimum**
- **Bills paid late**
- **Default on payments**
- **Use credit impulsively**
- **Debts exceed assets**

"Sally Walker" exercise: A Consumer Action teaching tool

Types of Expenses

Fixed

Flexible

Periodic



WHAT IS AN EMERGENCY SAVINGS FUND?



An emergency fund is money set aside for unplanned expenses. Having adequate emergency savings can make facing unforeseen expenses such as auto repair, property damage, unemployment, medical emergencies and even legal issues more manageable. With adequate emergency savings, you can focus on how to best meet your family's current needs, rather than scraping and worrying about finding the money to handle these difficult situations. Generally, you should save what amounts to six (6) months of your income in a savings account. Digging into your emergency savings fund is better than taking out a high-interest loan that can lead to debt problems.

CRISES HAPPEN, BUT THEY ALL DON'T HAVE TO BE PAID FOR WITH PLASTIC.

"Sally Walker" exercise: A Consumer Action teaching tool

Financial Goal Setting Workshop

Goals	Approximate Amount Needed	Month and Year Needed	Number of Months to Save	Date to Start Saving	Monthly Amount to Save (2-4)
Short Term (under 3 years)					
Medium Term (3-10 years)					
Long Term (10 or more years)					

date prepared ___/___/___

Practical Ways to Track Expenses



- Receipts
- Pocket Tracker/Wallet
- Checking Account
- Calendar
- Financial notebook
- Computer program

NEW ORLEANS SAVINGS & LOANS

PAGE 1 OF 2

October 1, 2009

New Orleans S & L
182 East Street
New Orleans, LA 70130

Customer Service: 888-777-1234

Sally Walker
456 Annex Road
New Orleans, LA 70130

Account number: 12345-678910
Statement period: 8/30-9/30

Checking account summary

Beginning balance	-\$200.00
Deposits	\$3980.00
Withdrawals	\$4026.00
Service charges/fees	\$105.00
Ending balance	-\$216.00

Checking activity

Deposits

Posted	Amount	Description
1-September	\$1990.00	Direct Deposit
15-September	\$1990.00	Direct Deposit
26-September	\$104.00	Teller

Withdrawals

Transaction type	Paid	Amount
Check #601	2-Sept	\$1500
Check #721	12-Sept	\$75.00
Check # 736	14-Sept	\$25.00
Check #737	14-Sept	\$100.00
Check #738	14-Sept	\$170.00
Check #739	14-Sept	\$125.00
Check #802	14-Sept	\$35.00
ATM withdrawal	21-Sept	\$200.00
Check #565	23-Sept	\$1200.00
Check #566	23-Sept	\$150.00

Monthly Charges/Fees

Amt.	Description
\$12.00	Monthly service fee
\$4.00	Non-Your Bank ATM fee
\$200.00	Over draft fees

NEW ORLEANS SAVINGS & LOANS

PAGE 2 OF 2

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New Orleans S & L
182 East Street
New Orleans, LA 70130

Customer Service: 888-777-1234

Sally Walker
456 Annex Road
New Orleans, LA 70130

Account number: 12345-678910
Statement period: 8/30-9/30

Checking account summary

Withdrawals

Transaction type	Paid	Amount
Check # 567	23 -Sept	\$30.00
Check # 568	23-Sept	\$96.00
Check # 569	23-Sept	\$58.00
Check # 570	23-Sept	\$32.00
Auto Deduction	30-Sept	\$125.00
Auto Deduction	30-Sept	\$50.00
Auto Deduction	30-Sept	\$55.00



New Orleans S&L Check Register

Number	Date	Transaction	Payment or Debit	√	Deposit	Balance
						\$1990.00
Check #601	2-Sept	First Union Bank	\$1500.00			
Check #721	12-Sept	Power Company	\$45.00			
Check #737	14-Sept	Water/Trash	\$100.00			
Check #736	14-Sept	New Orleans Gas/Oil	\$25.00			
Check #738	14-Sept	V-Residential & Mobile	\$170.00			
Check#565	23-Sept	Auto Leasing Co				
			\$1200.00			
Check #565	23-Sept	Auto Leasing Co				
Check #570	23-Sept	Global Newspaper	\$32.00			
Check #569	23-Sept	Macy's Department	\$58.00			
Debit card	29-Aug	Clothes 'R Us	\$15.00			
Fee	30-Aug	Monthly service fee	\$6.00			
Deposit	30-Aug	Overtime bonus deposit			\$50.00	



Your Social Security Statement

Prepared especially for SALLY WALKER

October 16, 2009

www.socialsecurity.gov

See inside for your personal information



SALLY WALKER
456 ANNEX ROAD
NEW ORLEANS, LA 11111-1111

What's inside...

Your Estimated Benefits	2
Your Earnings Record	3
Some Facts About Social Security	4
If You Need More Information	4
To Request This Statement In Spanish	4
<i>(Para Solicitar Una Declaración en Español)</i>	

What Social Security Means To You

This *Social Security Statement* can help you plan for your financial future. It provides estimates of your Social Security benefits under current law and updates your latest reported earnings.

Please read this *Statement* carefully. If you see a mistake, please let us know. That's important because your benefits will be based on our record of your lifetime earnings. We recommend you keep a copy of your *Statement* with your financial records.

Social Security is for people of all ages...

We're more than a retirement program. Social Security also can provide benefits if you become disabled and help support your family after you die.

Work to build a secure future...

Social Security is the largest source of income for most elderly Americans today, but Social Security was never intended to be your only source of income when you retire. You also will need other savings, investments, pensions or retirement accounts to make sure you have enough money to live comfortably when you retire.

Saving and investing wisely are important not only for you and your family, but for the entire country. If you want to learn more about how and why to save, you should visit www.mymoney.gov, a federal government website dedicated to teaching all Americans the basics of financial management.

About Social Security's future...

Social Security is a compact between generations. For decades, America has kept the promise of security for its workers and their families. Now,

however, the Social Security system is facing serious financial problems, and action is needed soon to make sure the system will be sound when today's younger workers are ready for retirement.

In 2016 we will begin paying more in benefits than we collect in taxes. Without changes, by 2037 the Social Security Trust Fund will be exhausted* and there will be enough money to pay only about 76 cents for each dollar of scheduled benefits. We need to resolve these issues soon to make sure Social Security continues to provide a foundation of protection for future generations.

Social Security on the Net...

Visit www.socialsecurity.gov on the Internet to learn more about Social Security. You can read publications, including *When To Start Receiving Retirement Benefits*; use our Retirement Estimator to obtain immediate and personalized estimates of future benefits; and when you're ready to apply for benefits, use our improved online application—It's so easy!

Michael J. Astrue
Commissioner

* These estimates are based on the intermediate assumptions from the Social Security Trustees' Annual Report to the Congress.

*Retirement	You have earned enough credits to qualify for benefits. At your current earnings rate, if you continue working until... your full retirement age (67 years), your payment would be about..... \$ 1,543 a month age 70, your payment would be about \$ 1,924 a month If you stop working and start receiving benefits at... age 62, your payment would be about \$ 1,064 a month
*Disability	You have earned enough credits to qualify for benefits. If you became disabled right now, your payment would be about \$ 1,411 a month
*Family	If you get retirement or disability benefits, your spouse and children also may qualify for benefits.
*Survivors	You have earned enough credits for your family to receive survivors benefits. If you die this year, certain members of your family may qualify for the following benefits: Your child \$ 1,101 a month Your spouse who is caring for your child..... \$ 1,101 a month Your spouse, if benefits start at full retirement age \$ 1,468 a month Total family benefits cannot be more than \$ 2,702 a month Your spouse or minor child may be eligible for a special one-time death benefit of \$255.
Medicare	You have enough credits to qualify for Medicare at age 65. Even if you do not retire at age 65, be sure to contact Social Security three months before your 65th birthday to enroll in Medicare.

*** Your estimated benefits are based on current law. Congress has made changes to the law in the past and can do so at any time. The law governing benefit amounts may change because, by 2037, the payroll taxes collected will be enough to pay only about 76 percent of scheduled benefits.**

We based your benefit estimates on these facts:

Your date of birth (please verify your name on page 1 and this date of birth).....	October 5, 1968
Your estimated taxable earnings per year after 2008	\$42,181
Your Social Security number (only the last four digits are shown to help prevent identity theft).....	XXX-XX-1234

How Your Benefits Are Estimated

To qualify for benefits, you earn “credits” through your work — up to four each year. This year, for example, you earn one credit for each \$1,090 of wages or self-employment income. When you’ve earned \$4,360, you’ve earned your four credits for the year. Most people need 40 credits, earned over their working lifetime, to receive retirement benefits. For disability and survivors benefits, young people need fewer credits to be eligible.

We checked your records to see whether you have earned enough credits to qualify for benefits. If you haven’t earned enough yet to qualify for any type of benefit, we can’t give you a benefit estimate now. If you continue to work, we’ll give you an estimate when you do qualify.

What we assumed — If you have enough work credits, we estimated your benefit amounts using your average earnings over your working lifetime. For 2009 and later (up to retirement age), we assumed you’ll continue to work and make about the same as you did in 2007 or 2008. We also included credits we assumed you earned last year and this year.

Generally, the older you are and the closer you are to retirement, the more accurate the retirement estimates will be because they are based on a longer work history with fewer uncertainties such as earnings fluctuations and future law changes. We encourage you to use our online Retirement Estimator at www.socialsecurity.gov/estimator to obtain immediate and personalized benefit estimates.

We can’t provide your actual benefit amount until you apply for benefits. **And that amount may differ from the estimates stated above because:**

- (1) Your earnings may increase or decrease in the future.
- (2) After you start receiving benefits, they will be adjusted for cost-of-living increases.

- (3) Your estimated benefits are based on current law. **The law governing benefit amounts may change.**
- (4) Your benefit amount may be affected by **military service, railroad employment or pensions earned through work on which you did not pay Social Security tax.** Visit www.socialsecurity.gov/mystatement to learn more.

Windfall Elimination Provision (WEP) — In the future, if you receive a pension from employment in which you do not pay Social Security taxes, such as some federal, state or local government work, some nonprofit organizations or foreign employment, and you also qualify for your own Social Security retirement or disability benefit, your Social Security benefit may be reduced, but not eliminated, by WEP. The amount of the reduction, if any, depends on your earnings and number of years in jobs in which you paid Social Security taxes, and the year you are age 62 or become disabled. For more information, please see *Windfall Elimination Provision* (Publication No. 05-10045) at www.socialsecurity.gov/WEP.

Government Pension Offset (GPO) — If you receive a pension based on federal, state or local government work in which you did not pay Social Security taxes and you qualify, now or in the future, for Social Security benefits as a current or former spouse, widow or widower, you are likely to be affected by GPO. If GPO applies, your Social Security benefit will be reduced by an amount equal to two-thirds of your government pension, and could be reduced to zero. Even if your benefit is reduced to zero, you will be eligible for Medicare at age 65 on your spouse’s record. To learn more, please see *Government Pension Offset* (Publication No. 05-10007) at www.socialsecurity.gov/GPO.

Years You Worked	Your Taxed Social Security Earnings	Your Taxed Medicare Earnings
1984	574	574
1985	1,377	1,377
1986	2,343	2,343
1987	3,957	3,957
1988	5,436	5,436
1989	6,724	6,724
1990	8,407	8,407
1991	10,738	10,738
1992	13,223	13,223
1993	14,928	14,928
1994	16,766	16,766
1995	18,786	18,786
1996	20,904	20,904
1997	23,230	23,230
1998	25,439	25,439
1999	27,724	27,724
2000	30,020	30,020
2001	31,400	31,400
2002	32,346	32,346
2003	33,703	33,703
2004	35,777	35,777
2005	67,656	67,656
2006	69,845	69,845
2007	72,181	72,181
2008	Not yet recorded	Not yet recorded

You and your family may be eligible for valuable benefits:

When you die, your family may be eligible to receive survivors benefits.

Social Security may help you if you become disabled—even at a young age.

A young person who has worked and paid Social Security taxes in as few as two years can be eligible for disability benefits.

Social Security credits you earn move with you from job to job throughout your career.

Total Social Security and Medicare taxes paid over your working career through the last year reported on the chart above:

Estimated taxes paid for Social Security:

Estimated taxes paid for Medicare:

You paid:	\$29,916	You paid:	\$7,008
Your employers paid:	\$29,916	Your employers paid:	\$7,008

Note: You currently pay 6.2 percent of your salary, up to \$106,800, in Social Security taxes and 1.45 percent in Medicare taxes on your entire salary. Your employer also pays 6.2 percent in Social Security taxes and 1.45 percent in Medicare taxes for you. If you are self-employed, you pay the combined employee and employer amount of 12.4 percent in Social Security taxes and 2.9 percent in Medicare taxes on your net earnings.

Help Us Keep Your Earnings Record Accurate

You, your employer and Social Security share responsibility for the accuracy of your earnings record. Since you began working, we recorded your reported earnings under your name and Social Security number. We have updated your record each time your employer (or you, if you're self-employed) reported your earnings.

Remember, it's your earnings, not the amount of taxes you paid or the number of credits you've earned, that determine your benefit amount. When we figure that amount, we base it on your average earnings over your lifetime. If our records are wrong, you may not receive all the benefits to which you're entitled.

Review this chart carefully using your own records to make sure our information is correct and that we've recorded each year you worked. You're the only person who can look at the earnings chart and know whether it is complete and correct.

Some or all of your earnings from **last year** may not be shown on your *Statement*. It could be that we still

were processing last year's earnings reports when your *Statement* was prepared. Your complete earnings for last year will be shown on next year's *Statement*. **Note:** If you worked for more than one employer during any year, or if you had both earnings and self-employment income, we combined your earnings for the year.

There's a limit on the amount of earnings on which you pay Social Security taxes each year. The limit increases yearly. Earnings above the limit will not appear on your earnings chart as Social Security earnings. (For Medicare taxes, the maximum earnings amount began rising in 1991. Since 1994, **all** of your earnings are taxed for Medicare.)

Call us right away at 1-800-772-1213 (7 a.m.–7 p.m. your local time) if any earnings for years **before last year** are shown incorrectly. Please have your W-2 or tax return for those years available. (If you live outside the U.S., follow the directions at the bottom of page 4.)

*****EQUIFAX ACROFILE PLUS CREDITREPORT (F) *****
 * ConsumerInfo.Com *
 * Ref: 10000010 *
 *****Dept: CUSTOMER SERVICES/Queued by: SUPERVISOR*****
 24

>
 SSN ISSUED-70 STATE ISSUED-CA

001 EQUIFAX CREDIT INFORMATION SERVICES, P. O. BOX 740241 5505 PEACHTREE DUNWOODY
 RD STE 600 ATLANTA GA 30374 404/612-2585

*CONSUMER, SALLY WALKER SINCE 03/10/74
 109 F STREET, APARTMENT 105, FRESNO, CA 96003 TPE RPTD 07/94
 TELEPHONE NUMBER (559)225-1234
 609 ISLAND VIEW STREET, FILLMORE, CA 930515-1431 RPTD 10/05
 456 Annex Road, New Orleans, LA 70130

01 ES-STUDENT WORKER, CALIFORNIA STATE UNIVERSITY FRESNO 06/94, LEFT 08/05
 02 EF-WALMART, FILLMORE, CA LEFT 10/07
 03 E2-COMMUNICATIONS ASSISTANTS, LION GATE MOVIE STUDIO, NEW ORLEANS, VER 08/09
 04 EF-CASHIER, ARCO MINI MART, ANYTOWN, MN, VER 6/07

*SUM-10/87-01/00, PR/OI-YES, COLL-YES, FB-NO, ACCTS:15, HC\$500-9900, 12-ONES, 1-TWO, 1-
 OTHER, 1-FIVE HIST DEL-1- INQUIRY ALERT - SUBJECT SHOWS 8 INQUIRIES SINCE 11/99

***** PUBLIC RECORDS OR OTHER INFORMATION *****
 11/15/2007 MONEY JUDGMENT CASE NUMBER UL34728 HANCOCK VS. WALKER, SALLY WALKER, DEFENDANT.

***** COLLECTION ITEMS *****
 LIST RPTD AMT/BAL DIA/EOA AGENCY/CLIENT STATUS/SERIAL
 08/05 11/08 \$500.00 11/08 401YC157 STAT UNKNOWN
 \$500.00 I BANK OF FRESNO 777555433322T67

8/10/08 \$1500.00 MUNICIPAL COURT OF MN TRAFFIC DIVISION COL

1/06 4/09 \$1200.00 4/09 231XC124 STAT UNKNOWN
 \$1200.00 HOME DEPOT

11/20 #575720583320 REVOLVING

CARE CREDIT W/GECCC UPDATED

ACCOUNT

CHARGE ACCOUNT

UPDATED 04/2009 BALANCE: \$3500 AUTHORIZED ACCOUNT

MOST OWED: \$3500 CREDIT LIMIT: \$3500

STATUS AS OF 10/2009: PAID OR PAYING AS AGREED

MACY'S DEPARTMENT STORE UPDATE

CHARGE ACCOUNT

UPDATE AS OF 10/2009 BALANCE: \$3500.00 AUTHORIZED ACCOUNT

MOST OWED: \$3500 CREDIT LIMIT: 3500

STATUS AS OF 10/2009: PAID OR PAYING AS AGREED

*INQS-ADBUSCOMP 999ZZ49098 02/23/08

CBA MTG DV 869ZBO0189 02/22/08

ADBUSCOMP 999ZZ49098 02/22/09

TRADWIN 999FZ117 02/22/09

CITIBANKSD 4040N1166 02/23/09

SYNERGISTC 702ZB05162 02/22/09

AUTO FINANCE 9BB1897 02/22/09

ADVANTA 190ON1711 02/21/09

END OF REPORT EQUifax AND AFFILIATES - 02/23/00

***END OF REPORT ID: End of Report Data

The data in this report is provided by Equifax and/or Its affiliates. To dispute any inaccuracies in this report, please contact Equifax or its affiliates using the PO Box address at the top of this credit report. The PO Box address is located below your mailing address.



Consumer Relations
7805 Hudson Rd Suite 100
Woodbury, MN 55125
www.consumerdebit.com

November 13, 2008

SALLY WALKER
456 Annex Road
New Orleans, LA 11111-1111

ChexSystems will reinvestigate any item listed in your consumer report that you believe may be inaccurate or incomplete. In order for a reinvestigation to be initiated, please complete the enclosed form and mail it to the address listed above in our letterhead or by fax to 602-659-2197.

This report was prepared for SALLY WALKER

Consumer ID: 12345678 for SALLY WALKER
Please provide your Consumer ID number, along with your Social Security number, in any future contact with ChexSystems.

Consumer Reported Identity Theft Security Alert
In any future contact, you will be required to provide your password answer for as long as your Security Alert is active.

Name on Alert : SALLY WALKER
SSN/ID : 123-45-XXXX
Password Question : WHAT WAS THE NAME OF YOUR FIRST PET?
Status : NON-VALIDATED

Security Freeze Record
In any future contact, you will be required to provide your personal identification number (PIN) for as long as your Security Freeze is active.

Name On Freeze : SALLY WALKER
SSN : 123-45-XXXX
Status: CURRENTLY ON FILE

Reported Information
Reported Information refers to reports of accounts that have been mishandled, reported for cause, and/or outstanding debts. Reported Information is submitted directly to ChexSystems by members of our service which consists mainly of financial institutions. Our current practice is to retain this information for a period of five years.
SSN/ID indicates a Social Security number, Individual Taxpayer Identification number, Tax ID number, or Employer ID number.

Source of Information: FIRST NATIONAL BANK
678 NORTH ST
ANYTOWN, MN 12345
800.888.1234

Reported Name: SALLY WALKER
Reported Address: 123 MAIN ST
MY TOWN, MN 55125
Reported SSN/ID: XXX-XX-6789
Drivers License: XXXXXXXXX9123 State: MN
RTN: 123456789 Account: XXXXXXXXXX5209
Date Reported: 05/25/2008
Reported For: NON-SUFFICIENT FUNDS (NSF) ACTIVITY
Debt Reported: ChexSystems has no debt information available.
May we suggest that you contact the source of the information to determine whether or not a debt is owed.



Consumer Relations
7805 Hudson Rd Suite 100
Woodbury, MN 55125
www.consumerdebit.com

Source of Information: Bank of Fresno
1234 University Avenue
Fresno, CA 55769-5555
800.999.1234
Reported Name: SALLY WALKER
Reported Address: 109 F Street, Apartment 105
Fresno, CA 96003
Reported SSN/ID: 123-45-XXXX
Drivers License: XXXX394 State: CA
RTN: 123456788 Account: XXXXXXXXXXXX0156
Date Reported: 05/26/2004
Reported For: NON-SUFFICIENT FUNDS (NSF) ACTIVITY
Debt Reported: \$157.25

Inquiries Initiated By Capital One

Inquiries Initiated By Capital One refers to inquiries resulting from a transaction initiated by you. These include applying for a credit card or completing an application at a financial institution. Please note that the inquiries are part of your credit history and may be included in our reports to others. These inquiries can be viewed for ninety days up to three years.

Inquirer: Capital One
P.O. Box 30285
Salt Lake City, UT 84130-0285
800.999.1234

Inquiry Date : 08/21/2009
Name Provided : SALLY WALKER
SSN/ID Provided : 123-45-XXXX

Inquiries Not Initiated By Consumer

Inquiries Not Initiated By Consumer refers to inquiries resulting from transactions you may not have initiated, so you may not recognize the source. Members of our service with a permissible purpose include current creditors, pre-approval creditors, potential employers, and potential investors trying to assess risks. We report these requests only to you as a record of activities, and we do not include any of these requests on credit reports to others.

Inquirer: Farm Mutual Insurance Company
222 SECOND ST
New Orleans, LA 70130
800.555.1233

Inquiry Date : 10/18/2009
Name Provided : SALLY WALKER
SSN/ID Provided : 123-45-XXXX



Consumer Relations
7805 Hudson Rd Suite 100
Woodbury, MN 55125
www.consumerdebit.com

Retail Information

Retail Information refers to returned checks written on an account and certain collection accounts. Retailers and other businesses report this information to Certegy Check Services, Inc. ChexSystems receives this information directly from Certegy Check Services, Inc. and is not involved in the collection of these items.

For additional information you may contact Certegy Check Services, Inc. by telephone at 800.437.5120 or in writing to Certegy Check Services, Inc., P.O. Box 30046, Tampa, FL 33630-3046
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Date of Check : 03/10/2007
Check Number : 9278
Amount Of Check : \$36.84
Date Check Paid : NOT PAID YET
RTN/Account Number : 123456789/XXXX7654
Drivers License : XXXXXXXXX9123
State of Issuance : MN
Payee : K&R Grocery

Date of Check : 03/11/2007
Check Number : 9280
Amount Of Check : \$156.29
Date Check Paid : 06/16/2004
RTN/Account Number : 123456789/XXXX7654
Drivers License : XXXXXXXXX9123
State of Issuance : MN
Payee : Amy's Market

History of Checks Ordered

History of Checks Ordered refers to a record of check orders placed within the past three years.
--

RTN/Account Number : 80976543
Quantity Ordered : 150
Check Start Number : 501
Date Order Shipped : 12/07/2008
Source of Information : NEW ORLEANS SAVINGS & LOANS
182 EAST ST
NEW ORLEANS, LA 701301
888.777.1234

Social Security Number Validation
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Social Security Number Validation indicates the year and state that a particular sequence of digits first became available for issuance by the Social Security Administration. This information does not include the name of the individual to whom the number was issued.
--

ChexSystems Contact Information
--

If you have any questions, please contact us at the address or telephone number listed above in our letterhead or by fax at 602-659-2197.



Auto Insurance Score

[Credit Report](#)

SALLY WALKER
456 Annex Road
New Orleans, LA 11111-1111

[FCRA Notices](#) [FAQs](#)

[Printable Version](#)

ChoicePoint® Attract™ Auto Insurance Score

- ▶ Your score of **550** is based upon your **Equifax™ Credit Report** as of November 5, 2008.
- ▶ Scores range between under 500 and 997
- ▶ Higher scores are considered better scores. If an insurance company evaluated you solely on your insurance score, you would be considered a **BAD** risk.

Reference #: 25532023901
For questions about your score please visit [Customer Support](#) and include your reference number.

WHAT YOUR SCORE MEANS

Your score of **550** places you in the **25%** percentile of consumers throughout the nation. If an insurance company evaluated you solely on your insurance score, you would be considered a **BAD** risk. Because insurance companies use your insurance score with other underwriting guidelines (i.e. motor vehicle records, claims loss history), your risk level could change. **For example, if you are considered a good risk but have a poor driving record and claims history, your ranking could be lowered.**

It is important to know your insurance score because it is a determining factor in your auto insurance. It is important to understand how your score is determined so you can improve your score over time.

Ranking	Score
●●●● Good	776 - 997
●●● Average	626 - 775
●● Below Avg.	501 - 625
● Less Desirable	under 500

FACTORS AFFECTING YOUR SCORE

Your ChoicePoint® Attract™ Auto Insurance Score is based on the information on your Equifax™ credit history. Knowing your insurance score and understanding the key factors affecting your score is important. The key factors will help you understand how you can improve or maintain your insurance score over time.

The key factors in influencing your score are:

- ▶ 0101 Number of Derogatory Public Record Items 3
- ▶ 0103 Length of Time Accounts have been Established [...more info](#)

HOW INSURANCE SCORES ARE USED



Date Ordered: 11/05/2003

Expires on: 12/05/2003

[FAQs](#)
[FAQs](#)
[FCRA Notices](#)
[Dispute](#)
[How to Read](#)
[Printable](#)
[this Report](#)
[Version](#)

C.L.U.E.® Personal Property Report

Account:303231254

CHOICEPOINT

Date of Order:10 / 05 / 2010

Date of Receipt:11 / 05 / 2010

Recap: RISK -2 CLAIM(S) REPORTED

SUBJECT -2 CLAIM(S) REPORTED

Reference #:2818003907

For questions about your report please visit [Customer Support](#) and include your reference number.

SEARCH REQUEST

Subject Name:

DOB:10 / 05 / 1968

SSN:123-45-XXXX

Telephone:(504) 555-3363

Risk Address:456 Annex Road, New Orleans, LA 70130

Former Address:University Apartments, 109 F. Street, Fresno, CA 96003, ATLANTA,

REPORTED LOSS HISTORY FOR RISK

The loss history below is associated with the subject and risk address information listed in the Search Request section of this report. Additional loss history information may be available if additional search information is provided.

CLAIM 1

Claim Date/Age:08 / 14 / 08 (2yr-02mo)

CLUE File # :0106000039118301

Company:PIEDMONT PROP & CAS

AM BEST # :97654

Policy # :45W2220902

Policy Type:HOMEOWNERS

Claim # :97034902-A

Additional Info:CATASTROPHE

Insured:Walker, Sallie.

Claimant:

Address:246 13TH ST NE

ATLANTA, GA 30309-2013

DOB:10 / 05 / 1968

Sex: F

SSN:123-45-XXXX

Telephone:(404) 555-3363

Payments by Claim Type:

\$27,000 - FIRE

Status:CLOSED

\$5,000 - WATER DAMAGE

Status:CLOSED

REPORTED LOSS HISTORY FOR SUBJECT

The reported loss history below is associated with the subject, either at the risk address or at other developed addresses.

CLAIM 1	
Claim Date/Age: 06 / 13 / 10, (0yr-04mo)	CLUE File # : 0018500332009281
Company: FARM MUTUAL INS	AM BEST # : 99101
Policy # : 579841	Policy Type: HOMEOWNERS
Claim # : Q0023789122	Additional Info: ON PREMISES
Insured: WALKER, SALLY	Claimant: THOMPSON, MERVIN A.
Address: 456 Annex Road New Orleans, LA 70130-3321	
Telephone: (504) 555-3363	
Mortgagee: FIRST UNION BANK	
Payments by Claim Type:	
\$6,500 - DOG BITE	Status: CLOSED
Narrative Information Below Refers to Above Q0023789122 Date Filed: 07 / 31 / 10	
Claim:	
By: SALLY JEAN WALKER	Relation: INSURED
MS. WALKER STATES THAT THIS CLAIM WAS A RESULT OF HIS DOG ATTACKING A DELIVERY PERSON AND THAT HE NOW NO LONGER OWNS THE DOG THAT ATTACKED.	

INQUIRY HISTORY

Date:10/15/2010

Requestor:ORANGE STATE MUTUAL

Prepared by:COMPREHENSIVE LOSS UNDERWRITING EXCHANGE

C.L.U.E. Inc., Atlanta, GA.

For additional information contact:C.L.U.E. Inc. Consumer Disclosure Center

P.O. Box 105108

Atlanta, Georgia 30348-5108

"C.L.U.E." is a registered trademark of ChoicePoint Asset Company

Reference #:2818003907



SECURED PROPERTY TAX BILL FOR
ALL PUBLIC AGENCIES OF
NEW ORLEANS COUNTY

ANNETTE KERBER

ASSISTANT TREASURER -
TAX COLLECTOR

172 WEST THIRD STREET * SAN BERNARDINO, CA 92415 * TELEPHONE (909) 387-8308

2009

PROPERTY ADDRESS: 456 ANNEX ROAD
Protected per LA. Govt. Code Sect. 6254.21

OWNER(S) OF RECORD:
WALKER, SALLY

ANNUAL

FIRST INSTALLMENT DUE		SECOND INSTALLMENT DUE	
11-01-2009	1,011.83	02-01-2010	1,011.79
TOTAL TAXES DUE >		2,023.62	
AMOUNT DUE AFTER	DELINQUENT FIRST INSTALLMENT		
12-10-2009	1,113.00		
AMOUNT DUE AFTER	DELINQUENT SECOND INSTALLMENT		
04-12-2010	1,122.96		
<p>REFER TO PARCEL NUMBER ON ALL CORRESPONDENCE. VERIFY THIS TO BE YOUR PROPERTY BEFORE REMITTING PAYMENT. NOT RESPONSIBLE IF PAYMENT IS MADE ON WRONG PARCEL. WHEN PAYING IN PERSON, BRING ENTIRE BILL. IF PROPERTY HAS BEEN SOLD, PLEASE NOTE 'SOLD' ON BILL AND RETURN IT TO THIS OFFICE.</p> <p>MAKE CHECKS PAYABLE TO: ANNETTE KERBER ASSISTANT TREASURER - TAX COLLECTOR</p> <p>http://www.mytaxcollector.com</p> <p>PARTIAL PAYMENTS WILL BE RETURNED</p> <p>RETURN STUBS ONLY. INCLUDE YOUR PARCEL NUMBER ON ALL CHECKS. YOUR CANCELLED CHECK IS YOUR BEST RECEIPT.</p>			

PARCEL NUMBER	TAX RATE AREA	BILL NUMBER	TOTAL TAX RATE
1133231530000	000006003	20090668686	0.012589

DESCRIPTION	Assessed
LAND	34,148.00
IMPROVEMENTS / FIXTURES	185,852.00
IMPROVEMENT PENALTY	0.00
PERSONAL PROPERTY	0.00
PERSONAL PROPERTY PENALTY	0.00
HOMEOWNERS EXEMPTIO	
VETERANS' EXEMPTION	
OTHER EXEMPTIONS	
NET VALUE	220,000.00

SERVICE AGENCY	CONTACT #	AMOUNT
GENERAL TAX LEVY		1,536.21
*CO VECTOR CONTROL	(866) 387 - 465	5.62
DEBT SERVICE		0.00
*NEW ORLEANS LANDSCAPE DIST #1	(866) 807 -	58.00
*NEW ORLEANS LIGHTING DIST #1	(866) 807 - 6	26.08
NEW ORLEANS COMM COLLEG	(866) 382 - 4022	
SCHOOL BONDS		0.00
SCHOOL BOND	(866) 820 - 77	101.23
SCHOOL STATE REPAYMENT		0.00
MUNI WTR DBT SVC	(866) 387	253.47

TENANT HISTORY REPORT

Previous Address Tenant History (PATH) Report on:

Name	SSN	DOB
SALLY WALKER	123-45-XXXX	10/5/1968

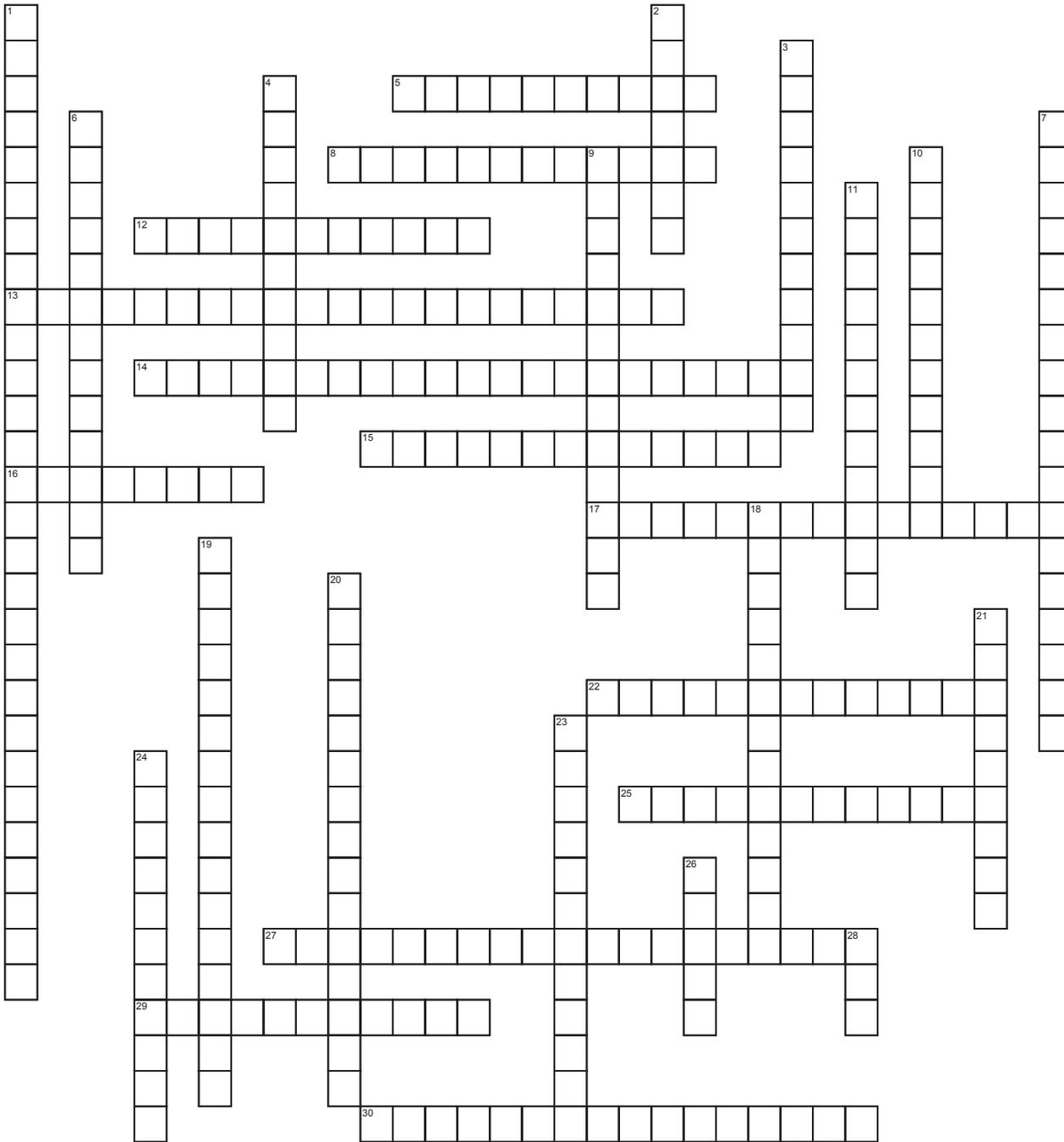
records found:

Dates	Name	Address	County	Phone
109/2005 to 11/2007	SALLY WALKER	609 ISLAND VIEW ST FILLMORE, CA 93015 1431	VENTURA	615551234
² 07/1994 to ² 08/1998	SALLY WALKER	109 F STREET, #105 FRESNO, CA 96003	FRESNO	5592252134

3 EVICTION

Note: Record of 1 eviction found: Hancock vs. Walker Case Number UL34728 filed on 10/15/2007.

Rebuilding Credit



an important step in rebuilding credit.

- 4 This item can stay in your credit file for up to ten years.
- 6 Prior to creating a budget or spending plan, you should do this for one to two months.
- 7 A pending eviction, letter threatening foreclosure, a car repossession, or a utility cut-off.
- 9 Local, state, and federal court filings.
- 10 This agency is one of many that compiles and reports information on residential and tenant history.
- 11 This overdue obligation may be reported on your credit report for seven years.
- 18 This type of notation may appear on your credit file when you request a copy of your credit report.
- 19 A lender's measure of a borrower's past and future ability and willingness to repay debts.
- 20 This is an excellent way to raise cash needed to pay your bill.
- 21 This type of expense is required for daily living.
- 23 It has been reported that nearly 80 percent of these reports contain errors.
- 24 You can improve this by paying your bills on time.
- 26 Anything owned by a person that has cash value.
- 28 This agency compiles and maintains records concerning individual life, health, and long-term care and disability insurance records.

ACROSS

- 5 This report tells insurers about claims you have made against your homeowner's or automobile insurance.
- 8 This will help you manage your money more effectively, live within your income limits, and help you save for things you want.
- 12 This card may be a good alternative for

- consumers with bad credit.
- 13 It is illegal for these companies to tell you they can give you a new credit file or Social Security Number.
- 14 The Fair Credit Reporting Act gives consumers the right to dispute this type of information in their credit file.
- 15 This is a result of making late payments, not making payments,

- exceeding credit card limit, or declaring bankruptcy.
- 16 Someone who promises to repay a loan or credit card charges if the primary debtor defaults.
- 17 A loan against the equity in the house that provides cash advances to the homeowner.
- 22 To creditors, this type of notation on your credit file makes you look

- like you are desperately applying for credit.
- 25 Cleaning up this is an essential step in rebuilding your credit.
- 27 A system used to ascertain whether or not to extend credit by assigning scores to various components of creditworthiness.
- 29 A three-digit number that is used to predict how you will pay your bills.

- 30 The Fair Debt Collection Practices Act prohibits these agents from engaging in any deceptive or outrageous conduct, while attempting to collect a debt.

- outrageous conduct while attempting to collect a debt.
- 2 A law that now requires credit card companies to consider the consumer's ability to make regular payments before opening a new account or increasing a credit limit.
- 3 Opening and properly maintaining this type of account is

DOWN

- 1 This federal law prohibits collection agents from engaging in any unfair or

Glossary of Terms

Accrued Interest: Interest that accumulates over time on a debt that you owe.

Annual Percentage Rate (APR): The cost of credit, expressed as yearly rate. The Federal Truth in Lending Act requires that all offers for credit indicate the credit's APR so that consumers can understand the cost of credit they are applying for and so they can compare credit offers.

Bankruptcy: A legal procedure governed by federal law that helps consumers who have too much debt. There are two bankruptcy options for consumers' -Chapter 13 reorganization and Chapter 11 liquidation. [Click here to learn more about bankruptcy.](#)

Collection Agency: A business that collects past due debts for other businesses, as well as individuals. Most collection agencies get paid for their services by taking a percentage of what they collect for their clients.

Collateral: Assets pledge as security for a secured debt. If you do not pay a debt that you have collateralized, the creditor can take the collateral.

Credit Agreement: A contract between a borrower and a creditor that details the amount borrowed, the applicable interest rate and all other terms of the credit.

Credit History: A record of how you have managed your credit over time that is maintained by a credit bureau. Creditors, insurers, employers and landlords use consumer credit record information as well as credit scores based on that information to make decisions about consumers. Also called a credit report, credit record or credit file.

The Credit Card Act: A law signed by President Obama in May 2009, which is being phased in over a yearlong period and covers a wide-ranging set of reforms meant to eliminate unfair and deceptive debt practices.

Credit Score: A number that is delivered from the information in your credit history and that is an indicator how well you are likely to manage credit in the future.

Fair Debt Collection Practices Act: A federal law that regulates the activities of debt collectors and establishes your rights when you are contacted by a debt collector. [Click here to learn more about the fair debt collection practices act.](#)

Finance Charge: Another term for the amount of interest you pay a credit card company when you do not your card balances in full each month as well as the amount of interest you pay on your outstanding loan balance. The finance charge is expressed as percentage.

Grace Period: The time during which you can pay your account balance in full without incurring finance charges.

Open-End Credit Agreement: A credit agreement with no specific date by which you must pay the account balance in full although you must make monthly minimum payments an the balance. Credit cards are a common example of open-ended credit.

Periodic Rate: An interest rate that charges periodically. The terms of the change are spelled out in your credit agreement.

Principal: The amount of money you borrow. Principal does not include interest.

Unsecured Debt: A debt for which no assets are pledged to guarantee payment. The most common type of unsecured debt is credit card debt.

Consumer Action

www.consumer-action.org

221 Main Street, Suite 480
San Francisco, CA 94105
415-777-9635
info@consumer-action.org

523 W. Sixth Street, Suite 722
Los Angeles, CA 90014
213-624-8327
outreach@consumer-action.org

Consumer advice and referral hotline

Submit consumer complaints about consumer problems to our advice and referral hotline:
hotline@consumer-action.org or 415-777-9635

Chinese, English and Spanish spoken

About Consumer Action

Consumer Action (www.consumer-action.org) has been a champion of underrepresented consumers nationwide since 1971. A non-profit 501(c)3 organization, Consumer Action focuses on consumer education that empowers low- and moderate-income and limited-English-speaking consumers to financially prosper. It also advocates for consumers in the media and before lawmakers to advance consumer rights and promote industry-wide change.

By providing consumer education materials in multiple languages, a free national hotline, a comprehensive website (www.consumer-action.org) and annual surveys of financial and consumer services, Consumer Action helps consumers assert their rights in the marketplace and make financially savvy choices. Nearly 7,500 community and grassroots organizations benefit annually from its extensive outreach programs, training materials and support.