



Thank you for contacting BALANCE.

Dear Client,

The following is a worksheet for you to use to record your existing financial situation. Please print it out and complete it prior to your meeting. There is no need to send us a copy; during your hour-long counseling session, your counselor will ask you for this information. A recent paycheck stub and your current creditor statements are also helpful to have available. If you are married, please provide the information for both you and your spouse.

We've also included a counseling agreement. Please take a moment to read it over before your session.

If you are unable to keep your appointment, please contact us as soon as possible at 888-456-2227 and we'll be happy to reschedule. Otherwise, your counselor will call you at the appointed time.

We look forward to speaking with you.

Regards,

**Kathryn Davis**

President & Chief Executive Officer

595 Market Street, 16th Floor  
San Francisco, CA 94105

**888.456.2227**

[www.balancepro.net](http://www.balancepro.net)



# Personal Financial Assessment

BALANCE offers financial information and counseling nationwide to help individuals and families make the most of their money. We offer solutions for those experiencing a financial crisis, suggestions and guidance for those facing money challenges, and practical information for those considering financial opportunities. Each year, we help thousands achieve their financial goals.

During this call, you can expect to receive thorough, non-judgmental counseling. The session will include a discussion of your current situation and your concerns, including a review of your income, expenses and debt, an explanation of your options, and an action plan.

If you are having trouble keeping up with your bills, one of your options might be consolidation of your bill payments. Our Debt Management Plan allows you to make one payment to all your creditors through us. We will also negotiate with your creditors to stop collection action, lower payments and, in some cases, reduce or eliminate interest and fees.

**BALANCE**<sup>SM</sup>  
  
FINANCIAL FITNESS PROGRAM

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# Assets

Please use this worksheet to record your existing financial situation. There is no need to mail this form back to us. During the call, the counselor will ask you what you entered for each category, and will use this information to offer solutions and suggestions to help you master your money. Calculate your monthly income. Please enter your gross pay (before taxes and other deductions) and your net pay (face value of your check). Include variable income received each month, such as commissions, as well as periodic income, such as a large tax refund or bonus. This will have to be divided by 12 to get the monthly figure.

MONTHLY INCOME	GROSS INCOME	NET INCOME	PARTNER'S GROSS	PARTNER'S NET
Income Source/Employer				
Part Time Employer/Second Job				
Retirement/Pension				
Child Support/Alimony				
Social Security				
Food Stamps				
Unemployment Insurance				
Support from Family/Friends				
Rental Income				
Other Income (variable or periodic)				
Other Income (variable or periodic)				
<b>Total Monthly Income</b>				

ASSETS & LIABILITIES	PRESENT VALUE	AMOUNT OWED	MONTHLY PAYMENT
Home Mortgage			
Second Mortgage			
Other Mortgage/HELOC			
Vehicle Payment #1			
Vehicle Payment #2			
Property/Land			
401(k)/403(b) Loan			
Other Payments (e.g. vessel, RV, time-share, additional vehicles, etc.)			
<b>Total Assets &amp; Liabilities</b>			

OTHER INVESTMENTS	PRESENT VALUE	MONTHLY CONTRIBUTION	PROPOSED CONTRIBUTION
401(k)/403(b) Contribution			
Savings Account			
IRA			
Money Market/Stocks/CD			
Cash Value Life Insurance			
Other:			
<b>Total Other Investments</b>			

Don't forget to include your payroll deducted 401(k) - 403(b) contributions.

# Monthly Expenses

For all categories that apply to you, enter the monthly amount you spend. Many expenses fluctuate each month and will need to be averaged. Other expenses may be periodic (such as insurance, vehicle registration and taxes). Calculate the annual amount and divide by 12.

HOUSING	CURRENT	PROPOSED
Mortgage/Rent		
2nd Mortgage/Equity Line		
Homeowner's/Renter's Insurance		
Property Taxes		
Condo Fees/HOA Dues		
Home Maintenance		
Lawn/Garden/Pool		
Monitored Alarm		
Gas/Electric (average)		
Water/Sewer/Garbage		
Landline/Cell Phone		
Cable/Satellite		
Internet		
FOOD	CURRENT	PROPOSED
Groceries/Household Items		
Food at Work/School		
Dining Out		
Alcohol/Cigarettes		
MEDICAL	CURRENT	PROPOSED
Doctor/Chiropractor		
Optometrist/Lenses		
Dentist/Orthodontist		
Prescriptions		
Health/Dental/Vision Insurance		
Life/Disability Insurance		
TRANSPORTATION	CURRENT	PROPOSED
Vehicle Payment #1		
Vehicle Payment #2		
Auto Insurance		
DMV Registration		
Gasoline/Oil		
Maintenance/Repairs		
Public Transportation/Tolls/Parking		

MISCELLANEOUS OBLIGATIONS	CURRENT	PROPOSED
Federal Tax Repayment		
State Tax Repayment		
Student Loans		
Union Dues		
Child Support/Alimony		
PERSONAL	CURRENT	PROPOSED
Beauty/Barber		
Clothing/Jewelry		
Cosmetics/Manicure		
Laundry/Dry Cleaning		
ENTERTAINMENT	CURRENT	PROPOSED
Movies/Concerts/Theater		
Books/Magazines/Newspapers		
CD/DVD		
Sports/Hobbies/Memberships		
Vacations/Travel		
MISCELLANEOUS	CURRENT	PROPOSED
Childcare/Daycare/Babysitting		
Tuition/Lessons		
Pet Care		
Storage Fees		
Banking Fees		
Postage		
Holiday/Birthday/Gifts		
Charity/Religious Contributions		
Other:		
Other:		
Other:		
Other:		
Other:		
Other:		
SAVINGS	CURRENT	PROPOSED
Emergency/Misc. Savings		

# Current Debts

Please list all unsecured debts with balances over \$100. Do not include mortgage, vehicle or student loans. List these loans in the appropriate categories on the previous expense information page. Please have your current creditor statements available during your counseling session.

	NAME OF CREDITOR	ACCOUNT NUMBER	MONTHS LATE	CURRENT BALANCE	CURRENT PAYMENT	INTEREST RATE
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

# Agreement

Please read the following statements carefully. At the time of your counseling session, your verbal acceptance of this agreement will be requested.

- I understand BALANCE will provide a personal money management consultation after which I will receive a written action plan consisting of recommendations for handling my finances, possibly including referrals to other services or agencies as appropriate.
- One of the possible outcomes of the consultation may be to repay my creditors through a Debt Management Plan. I understand that BALANCE and its affiliate companies receive funding from those creditors and that the Debt Management Plan serves the dual role of helping me repay my debts and helping creditors collect the money owed them.
- A counselor may answer questions regarding financial issues, but not give legal advice.
- At some time in the future, information discussed in the counseling session, or obtained from my credit report, may be used for confidential research and/or a neutral third party may contact me to request an evaluation of the agency's services.
- I hold BALANCE, its employees, agents, and volunteers harmless from any claim, suit, action or demand of my creditors, myself or any other person resulting from advice or counseling.
- I understand that unless I choose to "opt-out", the agency will, if asked by my creditors, verify my appointment as well as the date and results of that appointment. I further understand that I have the right to "opt-out" of having this information shared by calling the BALANCE "opt-out" line (888-440-4663).
- If referred by a financial institution - I understand that the results of the session will be shared with my referring institution, so that they may offer other services to assist me in achieving my financial goals.
- I authorize the agency to access my credit report for account verification and for confidential research in the future. I understand these reports being accessed will not have a detrimental effect on my credit score.

**FACTS****WHAT DOES BALANCE DO WITH YOUR PERSONAL INFORMATION?****Why?**

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

**What?**

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number, name, address, assets, income, and expenses
- Credit information and credit history information from credit reporting agencies
- Account balances, payment history, transactions and usage

**How?**

All financial companies need to share non-public personal information to run their everyday business. In the section below, we list the reasons financial companies can share their non-public personal information; the reasons BALANCE chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does share	Can you limit this sharing?
<b>For our everyday business purposes—</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	Yes
<b>For our marketing purposes—</b> to offer our products and services to you	No	N/A
<b>For joint marketing with other financial companies</b>	No	N/A
<b>For our affiliates' everyday business purposes—</b> information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes—</b> information about your creditworthiness	No	N/A
<b>For nonaffiliates to market to you</b>	No	N/A

**To limit our sharing**

- Call 1-888-440-4663 – our menu will prompt you through your choice(s)

**Please note:**

If you are a new customer, we can begin sharing your information 5 days from the date we sent this notice. When you are no longer our customer, we continue to share your information as described in this notice.

However, you can contact us at any time to limit our sharing.

**Questions?**

Call 1-888-456-2227 or go to [www.balancepro.net](http://www.balancepro.net)

## Who We Are

Who is providing this notice?

**BALANCE**

## What We Do

How does **BALANCE** protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does **BALANCE** collect my personal information?

We collect your personal information, for example, when you

- Provide it orally, in writing via hard copy or web forms
- Provide permission for us to access your credit report
- Authorize a third party to provide it to us

Why can't I limit all sharing?

Federal law gives you the right to limit only

- sharing for affiliates' everyday business purposes—information about your creditworthiness
- affiliates from using your information to market to you
- sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

What happens when I limit sharing for an account I hold jointly with someone else?

The information shared on that account will be limited

## Definitions

**Affiliates**

Companies related by common ownership or control. They can be financial and nonfinancial companies.

**Nonaffiliates**

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

**Joint marketing**

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

## Other Important Information

If you need intervention on your behalf with creditors through a Debt Management Plan, we will refer you to our affiliate, Consumer Credit Counseling Service of San Francisco. At that time you will become subject to their privacy policy.

## **PRIVACY POLICY IN PRACTICE**

We are committed to the privacy of our clients. We realize that the concerns you bring to us are highly personal in nature and assure you that all information you share with us will be managed within legal and ethical considerations.

Your nonpublic personal information, such as your debt, income, living expenses and other information concerning your financial circumstances, will be provided to creditors and others only with your authorization.

### **Opting-out**

You may opt-out of disclosures of your nonpublic personal information during your counseling session, or by calling 888-440-4663. If you choose to opt-out, we will not be able to answer questions from your creditors. If at any time, you change your mind and wish to opt-in to disclosure, you may call us at 888-440-4663.

### **Release of information to third parties**

If you have not opted-out, we may disclose some or all of the information that we collect to your creditors or third parties where we have determined that it would be helpful to you or would aid us in counseling you.

Generally we will provide only the following information to your creditors if asked:

- Verification of appointment with us
- Date of counseling
- Outcome of counseling session

We may also disclose any nonpublic personal information about you to anyone as permitted by law (for instance, if we are compelled by legal process).

We may compile data and aggregate information that you give to us, but this information may not be disclosed in a manner that would personally identify you in any way.

We restrict access to nonpublic personal information about you to those employees who need to know that information to provide services to you. We maintain physical, electronic and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

### **The Debt Management Plan**

If you choose to begin a Debt Management Plan or a similar program, we will refer you to our affiliate, Consumer Credit Counseling Service of San Francisco. At that time, you will become subject to their privacy policy.