



Consumer Education Services Inc.

2019 ANNUAL REPORT

**Celebrating 20 Years of
Enhancing Economic Security**



Our Mission

Consumer Education Services, Inc. is a non-profit organization committed to empowering and inspiring consumers nationwide to become debt free.

From non-profit credit counseling and education to debt consolidation, housing counseling or bankruptcy counseling, CESI can provide a solution for your financial situation.

We offer continued support to help consumers make better financial choices every day.

About Us



Headquartered in
Raleigh, North Carolina

Our Team

- States Served.....50
- Staff..... 70
- Certified Counselors.....45
- Bilingual Counselors.....6



Financial
Counseling
Association of
America



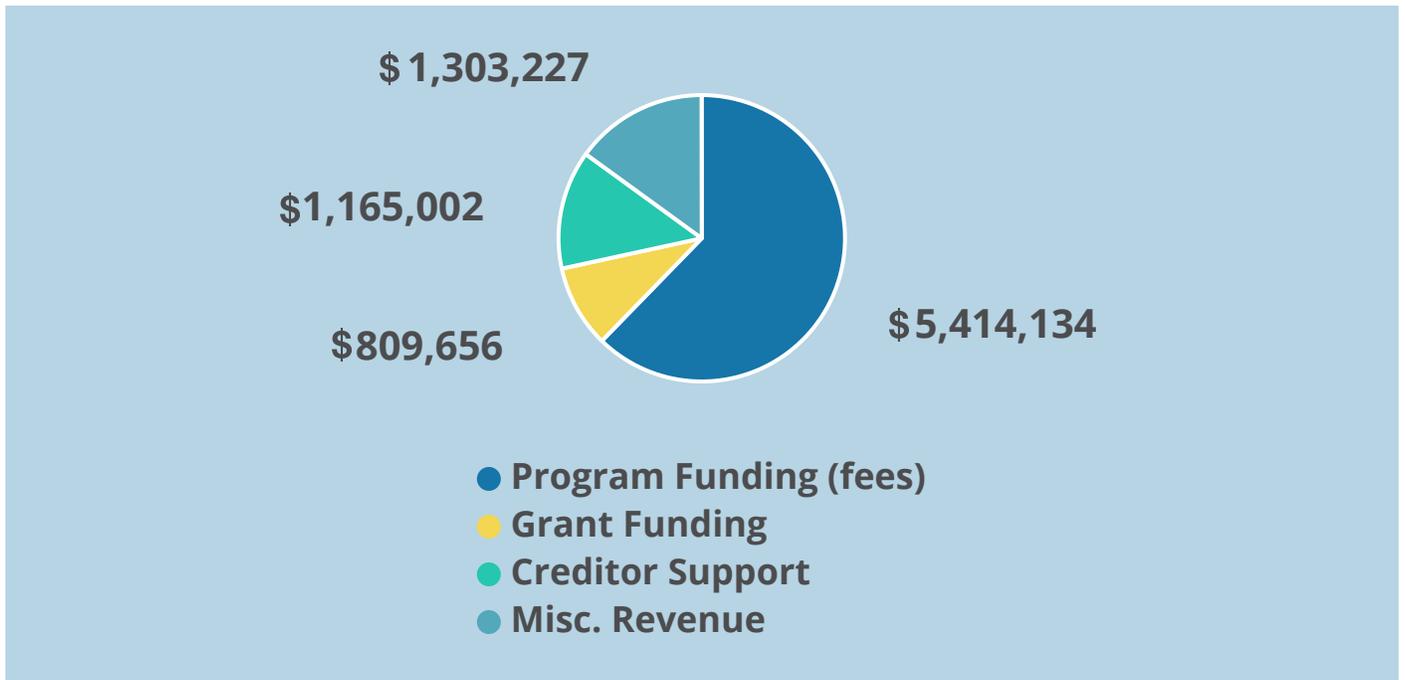
Awards & Recognition



Business North Carolina's 2019 list of Best Employers in the state recognizes employers who emphasize a work-life balance. Best Companies Group polled employees and their employers on dozens of topics from recruiting practices to recognition programs to select the best in the state of North Carolina.



Program Expenses: \$8,692,019



Credit Counseling



Total Debt Active During Year	\$239,925,637
New Debt Enrolled 2018-2019:	\$63,880,431
Debt of Clients Completed:	\$24,820,138
Debt Paid 2018-2019:	\$40,651,128

Credit Counseling by the Numbers

Average age of consumer counseled:

44



Single: 42%
Married: 23%
Divorced/ Separated: 10%
Widowed: 3%
Not specified: 19%

65% Female
33.3% Male



Average number of creditors per client:

4.4



Average monthly income per client:

\$2,693



Average reduced APR:

7.5%



States Served: 50
States and Puerto Rico



Average annual income per client:

\$32,326



“ Everyone I talked with from the beginning to the end of my debt free days were so encouraging and made me feel so relaxed. I felt embarrassed that I had to ask for help because I had always paid my bills on time. I am overjoyed and thankful for each and everyone for your kindness and support in making me feel so special each time I had a question about something. My husband had passed away and I was depressed and was not dealing well with my loss - I could not see the end to my debt. hrough all of your kind and encouraging words, here I am today, debt free from a buildup of \$30,000 debt. ”

“ CESI provided a guide and assistance when I needed it to pay down my credit card debt. They did all the work. I was provided with a plan and just had to follow it. Thank you CESI! ”

Bankruptcy Counseling



Powered By



"Start Fresh made starting over an experience that leaves you with your dignity. Thank You!"



Total Bankruptcy Consumers Couseled

23,750

Pre-Bankruptcy Counseling (CC) Certificates Issued

13,364

Post-Bankruptcy Counseling (DE) Certificates Issued

10,386

Financial Coaching



417 Sessions Offered

245 Employees Served



66% Reported Household Income of less than \$30,000

In addition to financial coaching to individuals, CESI provides financial coaching services to corporations and their employees. We serve a large U.S. Medical Center through their employee hardship grant program. Enrolled employees are provided with 3 coaching sessions via phone with a certified financial counselor.

Community Education

Education Resources



CESI offers an extensive online education resource library which includes

- Financial blog
- eBooks
- Videos
- Financial calculators
- Comprehensive financial literacy courses

CESI also provides in-person classroom based financial education to our local North Carolina community through partnerships with community agencies and non-profits.

2018 -2019 Results



200 Outreach Sessions Conducted



3,682 Attendees



30 Community Partners



244 Hours of Community Education Provided



72% of attendees report household income of less than \$25,000



27% of attendees were under 35 years of age



15% of attendees did not complete high school

Education Courses

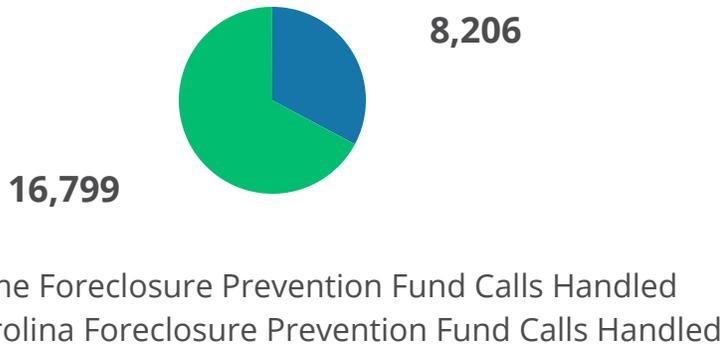


1. Budgeting Basics
2. Financial Goal Setting
3. Understanding Credit and Debt
4. College Finance and Student Loan Debt
5. Planning for Retirement
6. The Basics of Saving
7. Understanding Credit Reports and Scores
8. Preventing and Protecting from Identity Theft
9. Student Loan Debt

CESI Homeownership Center

The HUD Certified CESI Homeownership Center exists to provide access to housing opportunities, individualized housing counseling and personal finance training to educate and enable individuals to understand and enjoy the benefits of homeownership.

NC Housing Call Center



CESI Homeownership Center assisted 30 Low to Moderate Income Families in obtaining an award for down payment assistance grant funding to purchase their first home. Total award amount: \$1,022,878

HUD Housing Programs Total Served: 551

Pre-Purchase Homebuyer Education: 267

Reverse Mortgage Counseling: 96

Mortgage Delinquency Prevention: 37

IDA Matched Savings Program Launched January 2019



The Individual Development Account (IDA) program is designed to assist families in the purchase of affordable housing. Homebuyers will be able to use the IDA funds towards closing costs and/or down payment assistance for the purchase of a home.

- Eligible participants receive 4:1 matched savings
- Save a minimum of \$500 and a maximum of \$1,000
- Funds available for one year from completion of the program towards home purchase