

# Journey to Better Financial Health



## Benefits of Debt Settlement: Protecting Consumers, Creating Jobs and Stimulating the Economy

*Despite significant economic improvement in 2021, consumer debt in the U.S. has once again hit an all-time high.*

By the first quarter of 2022 it climbed to \$15.83 trillion – more than double what it was in 2003 and 20.9% higher than the total pre-pandemic.

In these uncertain times, relief through debt settlement is an essential service. Below are a few things you should know about the debt settlement industry and how it can positively affect the consumer as well as the economy.

### Watchdogs of the Debt Settlement Industry



The industry is federally regulated under the watchful eye of the Federal Trade Commission (FTC). Likewise, the

American Fair Credit Council (AFCC) is an alliance that creates standards and guidelines to improve compliance, transparency and consumer advocacy within the industry.

Together, these organizations help prevent disreputable companies from manipulating consumers and provide accredited members with important updates and information. Only reputable companies can be accredited by the AFCC. The FTC takes complaints against debt settlement companies seriously.

### AFCC Code of Conduct Highlights

- No Upfront fees
- Fee Transparency
- Fair and Reasonable Fees
- Good Faith Communication
- Upfront Disclosure of Program Risks and Benefits
- Zero Compensation from Creditors
- No Exaggerated Claims
- Program Cost and Duration Estimates Based on Real Data

### SPOTLIGHT ON SUCCESS!

Welcome to our 'Spotlight on Success' column. Each month we celebrate a client's success by sharing their experience while on the Century program.

### JEFFREY

Learn more about why Century's Debt Settlement program was a good fit for Jeffrey. Everyone's situations are different and Century Support Services' personalizes the perfect solution for you. continued on page 5 ...



[Click to read his Story](#)

### The Debt Settlement Industry Offers Significant Contributions to the Economy

In addition to being one of the most consumer-focused financial services available, the benefits of debt settlement positively impact the economy.

When people move beyond crippling debt, they can spend more of their hard-earned money in the local economy, supporting small businesses

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# Benefits of Debt Settlement: Protecting Consumers, Creating Jobs and Stimulating the Economy

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and investing in their communities.

## Debt Settlement Helps People Who Are Struggling With Debt Avoid Bankruptcy

Debt Settlement is one of the few reliable alternatives to bankruptcy. Many who qualify for settlement programs are ineligible for other forms of debt relief like debt consolidation loans. Keeping the option legal and accessible helps consumers who feel they have nowhere else to turn and puts them on a path to recovery.

## Creditors Who Work With Debt Settlement Companies Benefit From the Program Too

Creditors participating in settlement programs in 2019 received more than \$658 million in revenue that might otherwise have been delayed or not received at all. Although debt settlement companies and creditors are not necessarily allies, they are not adversaries.

Debt settlement companies have strong, good-faith relationships with creditors that allow them to negotiate fair settlements that are a win for both the consumer and the creditor.



**Make sure you have Century's numbers saved to your contacts**

### Scan the QR code

with your smartphone to ensure our important contact numbers below are set up as a contact in your phone.

- 724-861-3401
- Our text number - 47234

*(open the camera app on your smartphone and point it at the QR code above. When the URL appears, click it to save the numbers to your phone)*

Century Value-Added Service:



Do you have a cell phone? Internet? What about cable or satellite TV? Just like most of us, you're probably paying an arm and a leg for those services. Billcutterz saves you money by negotiating lower rates with your current providers.

[Learn More](#)



Want Some Extra **CASH?**

Refer a friend to Century for help and make some cash today!

[Learn More](#)



# How Much Should You Share with Your Kids About Your Finances?



*Children are notoriously curious. And as most parents find out at inopportune times, giving age-appropriate, honest answers to a question about an adult issue can be tricky.*

This is especially difficult if the child's question exhibits a healthy inquisitiveness – something to be encouraged, not repressed. You want to avoid shutting down a child's healthy curiosity because you are either ill-prepared or uncomfortable talking about it yourself.

So, when the questions about money and finances pop up and, rest assured, they will, it is best to be prepared. Seize the moment as teachable, one you can use to help prepare your kids to be self-sufficient, successful adults.

## Why is it Important to Talk to Kids About Finances?

Having ongoing, honest conversations about finances with curious children will help them approach adult financial issues with openness, knowledge, and a willingness to ask for help when needed. Parents should recognize that children may not be old enough (or have the necessary life experience) to understand certain financial concepts.

Children learn best from a positive experience with a trusted adult rather than an ad hyped on TV.

A recent OnePoll survey of parents with kids aged eight to fourteen revealed that more than **eight out of 10 would have preferred if their parents helped them learn about finances while growing up.** About 13% of the respondents noted they had no financial education as kids.



Consider these suggestions when deciding how to talk finances with your children. But don't be surprised when they know more than you think.

## Answer the Question at an Age-Appropriate Level

A confusing answer has no educational value. And a response that causes discomfort may cause unnecessary distress, which is counterproductive to the original goal of teaching the child about finances.

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Century has established a partnership with Century Legal Group to support the effort to settle enrolled accounts with certain creditors.

## Your Benefits with Century Legal Group

✓  
No Additional Fees

✓  
Simpler Negotiations

✓  
2 Experienced Teams

[learn more](#)



**CFT  
Mobile**

The mobile app, in conjunction with your Crossroads Financial Technologies account and CFTPay is available for you to [download here](#).



## Speeding Up Your Century Program

The funds you deposit into your debt settlement program every month are the fuel that powers your program to success.

If your financial situation changes and you have the ability to increase your deposits, these funds may reduce the length of your program and may even mean you are able to take advantage of a better settlement... quicker.

[Click here](#) for more information.



**Subscribe to Our  
YouTube Channel**

# How Much Should You Share with Your Kids About Your Finances?

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## Be Honest

Share age-appropriate past decisions that resulted in an unfavorable outcome. Explain to them how you wish, in hindsight, that you had considered a more well-thought-out choice. In addition to teaching children how to avoid rookie financial mistakes, your honesty (and willingness to be open) will help build a stronger relationship that can last a lifetime.

## Talk Financial Concepts, Not Exact Figures

Teaching children about money and finances is not about disclosing personal financial details. Talking to kids about money and finances is a way to introduce important concepts (i.e., budgeting savings, paying down outstanding debt, and charitable giving). These concepts provide the essential life skills children need to navigate the world towards their personal and career goals.



There are various apps (some offered at no cost) to introduce a real-world budget while teaching them to use it if they are old enough to understand. As they become adults, this simple gesture provides a financial jump-start to keep them ahead of the curve as they enter

college.

## A Solid Financial Foundation is Among the Best Gifts You Can Give a Child

Perhaps the best lesson that can be imparted to a young mind is that the difference between a goal and a dream is that a plan defines a goal, and a dream exists without an actionable plan.

And to reach financial goals, one must have a plan, which typically requires short-term sacrifices to meet long-term goals.

So, if you are ready, start a conversation about finances with a young, impressionable mind who has yet to develop bad habits. But keep it simple, generic, and age-appropriate. In time, they will trust that they can come to you with money and other important questions. And, if you can be honest and lead by example, your kids will smile in appreciation, at a future date, for your wise parenting decisions.



Click on the Like & Share button and LIKE us today.

## HAVE A QUESTION?



Chat\* with a representative directly from our website or client portal!

*\*Available during regular business hours only*

## Need a refresher of how your Century Debt Settlement program works?

Review our new on-boarding video that reviews all aspects of your program, includes great tips for success and information about new features.

[Watch the Video](#)

## How the Century Program Works



[Watch the Video](#)

Would you like a refresher of how your Century Debt Settlement program works for you? Review our new on-boarding video that reviews all aspects of your program, includes great tips for success and information about new features.





## Spotlight on Success — Jeffrey

A few years ago, Jeffrey went through a divorce and started applying for apartments. He discovered that his credit score had plummeted due to old utility debts that had resurfaced, and landlords were refusing to rent to him. Jeffrey was unaware that his ex had opened utility accounts in his name and failed to pay them.

After a long battle trying to resolve the debt, it was found to be valid, and he owed tens of thousands. "Shortly after the breakup, I received a call about one of the bills and paid it over the phone without realizing that I was bringing this old debt back to life" Jeffrey stated. "That mistake cost me thousands".

This term is called Zombie debt and most people don't realize that it can "rise from the dead" even after it has been removed from your credit report. Fortunately, Jeffrey was able to find Century Support Services to help him with his debt relief. "When I thought I had exhausted all of my options, I found Century" Jeffrey exclaimed "They were able to personalize a debt settlement program that I could afford. I found a roommate to help offset the landlord issues and am working on repairing my credit."



You should be wary of debt collectors who call you about a very old debt. Collectors who buy up old debt sometimes try to trick consumers into making payments they no longer have a legal obligation to pay. When you make a payment on a very old debt, you accept liability for it, and the debt clock starts over!

Although Jeffrey is just in the first couple months of his estimated 42-month program, he is happy with his success so far. Jeffrey has had his first settlement and Century is working hard to get the rest of his debts resolved as well. "I feel like I can breathe again. And although my situation could have been much worse, I greatly appreciate Century for being there for me and helping me out of a rocky situation," said Jeffrey.

### **Congratulations on your program success, Jeffrey!**

We thank you for trusting us to be a part of your journey toward better financial health and celebrate your diligence in staying with the program to make such great progress!



We are always looking for better ways to service our clients. Knowing what lifestage you are currently in, helps us customize our messaging and future value added offers we can bring to you.

[Take the Survey](#)

### **MyCentury Portal**



**Review** your on-boarding features, approve settlements, and information about new features.

**MyCentury LOGIN**

### **What is CAS?**



Our Century Alert System (CAS), communicates the most important program notifications to you via texts, automated phone calls and emails.

[Click Here](#)

Click the button above to learn more about the features of CAS and the benefits to your program.

# Planning An Almost Debt-Free Holiday Season

*When you are in a debt-relief program or are considering a debt-relief program, it is important to create a budget. Don't forget to include holidays and birthdays in the budget.*

With the holiday season fast approaching, many will find it difficult to have the holiday they want – not only because of trying to repair their credit or get rid of debt but because of the overall condition of the economy. You can still have a wonderful holiday season and not go into debt again.

## Create a Budget

If you didn't account for the holiday season when you created your budget, create a holiday budget now. Look through your expenditures for the past six months and determine what you could cut – at least temporarily. Or, if you did account for holiday spending in your budget but would like a little more, you can temporarily cut other spending.

## Pick Up a Side Gig

Many places are starting to hire for the holiday season. You can earn some extra money for the holidays by working an extra part-time job for a couple of months. If you can find a work-from-home gig, that's even better. Many companies still allow employees from home, though you may have to go to the office for training.

## Keep Kids' Expectations Low

Manage your kids' expectations for a huge haul by focusing on meaningful gifts. If they are smaller but mean

more, the kids won't notice that the gifts are smaller. Depending on the number of kids you have, you might set a limit on the number of gifts. If you can manage four, choose a gift your child really needs, a gift he or she really wants, something special to wear and something special – a hobby, reading, toy the child wants.

## Look for Free or Low-Cost Activities

Instead of heading to an expensive play, look for free or low-cost activities



that could be even more fun. Sometimes, cities have holiday concerts that are free. Look for tree-lighting events, or even take a drive around the neighborhood at night to look at everyone's decorations. Many cities hold holiday parades. If your town and a nearby town have

parades on different days – these are usually prior to the actual holiday – attend the parades for a fun day.

## Avoid In-Store Credit Card Offers

While it might be tempting to get an in-store credit card just for the discount, having that card encourages you to spend outside of your budget. These cards usually have high-interest rates on top of the hassle of paying another monthly payment. They also “encourage” you to spend outside your budget.

## Look for Sales

If you already know what you want to buy for your spouse, kids or a special friend, keep an eye out for sales. You can often save 10 percent or more if you wait for sales. Knowing what you are getting, instead of wandering around the store trying to figure out what to get, also allows you to look for the best deal if the item does not go on sale.

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## LIFE HACKS — Making Life Simpler



Cut open toilet paper rolls and use as a cuff to save your wrapping paper and keep it from unrolling



# Planning an Almost Debt-Free Holiday Season

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## Shop Online

You can often find better deals online since you can compare several sites at once. And many online stores offer coupon codes that you can't use if you go to the store in person. Finally, you don't have to limit yourself to a store you can drive to. Another state might have the item you are looking for at a much lower price.

When shopping online, always be sure the store is legitimate if you are using a smaller store. Look for a return policy, phone number and physical address. Sites that do not post contact information or return policies are "fishy."

Additionally, shop for holiday dinners now. You can pick up items that can be frozen, such as ham and turkey, when they do on sale. If you use canned vegetables, grab a few cans when they go on sale. You won't be stuck without a big dinner if you plan for the holiday meals ahead of time.

When you apply these tips, you are sure to have a great holiday season.

## PROGRAM TIPS

**Do you have additional unsecured credit card or loan accounts?**

For more information about adding an account to your Century program, please contact a Certified Debt Specialist via phone at 855-417-6643 or email at [Add@centuryss.com](mailto:Add@centuryss.com).

# 4 WAYS TO APPROVE YOUR SETTLEMENT

CHOOSE THE MOST CONVENIENT METHOD FOR YOU!



1

## Inbound Automated Settlement Approval

- Call us at **888-913-8784**
- Select Option 3, then Option 1
- Verify your **Century ID**
- Review the Settlement Details and Approve

2

## Text Message

- You will receive a text message from '47234'
- Respond with '**Approve**' to accept your settlement offer



3

## Online via MyCentury Portal or Live Chat

- Go to [www.centuryss.com](http://www.centuryss.com) and choose '**Client Login**'
  - Click the red '**SETTLEMENT PENDING**' button to view all your pending settlements
  - Click on next to the Creditors name and review the settlement details
  - Scroll to the bottom and click on the '**Approve**' button
- Go to the main Century website or your MyCentury portal and start a **New Chat**.
  - Our representatives will review any pending settlements with you
  - Send your approval in the chat



4

## Email

- When you have a pending settlement, **Century will send you an email** that explains the terms of your settlement.
- Follow the instructions in the email to submit your settlement approval.





# Your Century Program

## 'Who's Who' Contact Sheet

On your journey to financial freedom, you are receiving communication from several different support organizations. To keep the roles and contacts clear, here is a snapshot for your reference:

PROGRAM PARTNER



### Century Contact Information:

[customer care@centuryss.com](mailto:customer care@centuryss.com) | 888.913.8784 | [centuryss.com](http://centuryss.com)

Century Support Services is your debt settlement services company. Our goal is to resolve your unsecured debt in the shortest amount of time possible by executing on a plan that fits your budget and negotiating with your creditors to get the best settlements for you.

CONSUMER ADVOCATE



### UCAN Contact Information:

877.462.8226 | [ucan.net](http://ucan.net)

UCAN (United Consumer Advocacy Network) specializes in consumer advocacy issues. As a Century client, your membership to UCAN is included with your account. In order to use your UCAN services, you simply need to contact them. They can start assisting you immediately with any collector harassment you may be experiencing.

## 3rd Party Bank Affiliates (Payment Processors)

Third party affiliate banks work with Century debt settlement clients to help administer payments (deposits) in and disbursements out of your Dedicated Accounts. Neither of these payment processors has any legal affiliation with Century. The third party affiliate banks enable you to accumulate and control your own funds within your Dedicated Accounts. These funds are then used to pay your creditors once settlements are authorized. You will work with one of the processors below.



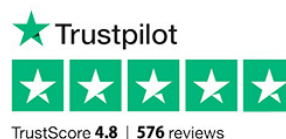
### CFT Contact Information:

888.348.4543 | [cftpay.com](http://cftpay.com)



### Global Contact Information:

800.398.7191 | [ghllc.com/login](http://ghllc.com/login)



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