

CUSTOMER SUPPORT VOLUNTEER TRAINING

Part 2

PREPARE + PROSPER





PART 2 TRAINING OVERVIEW

Money
Conversations

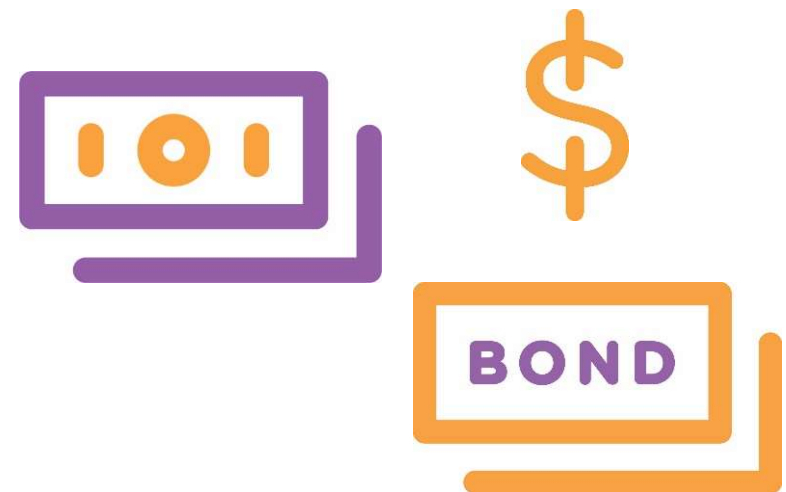
Tax Time
Savings

Direct Deposit
Options

Financial
Referrals

MONEY CONVERSATIONS

PREPARE + PROSPER



WHAT'S A MONEY CONVERSATION?

- Conversation that involves financial situations and money in general
- Prompts customers to reflect on and share about their financial situation and goals
- No set agenda, but may open the door to referrals and services



POWERFUL QUESTIONS

- Goal is to invite a customer to share more during a Money Conversation
- Open ended questions
 - Avoid questions with a yes/no answer
- Customer's answers guide the discussion



Use the sample Power Questions in the CSV manual to help start or continue your money conversations.

ACTIVE LISTENING

- Hear what is being said and listen for additional meaning
- Take note of emotions and values
 - Is someone excited about a promotion at work and the new financial freedom a pay raise will provide?
 - Is someone nervous about credit card debt that's building up?
- Base your approach to customer service and offering referrals on what you hear

MONEY CONVOS IN ACTION

- Find your own flow: there's no script!
- Money conversations fit in during any part of a customer's appointment
- The Boost Your Money form can help kick off a conversation
- Go into money conversations knowing:
 - Approaches to money are very personal and rooted in our identity, beliefs, and self-worth
 - Talking about money requires vulnerability



NEW ACCOUNT OPTIONS





DIRECT DEPOSIT: SAVES TIME AND MONEY

- **Faster:** Refunds arrive in accounts automatically with less processing time no transit time
- **More secure:** Electronic transfer means a check cannot be lost in the mail or stolen
- **Easy:** Set up while filing the tax return
- **Convenient:** No need to visit the bank, credit union, or other check-casher
- **Free:** No service charge or check-cashing fee means the taxpayer gets their full refund

NEW ACCOUNT COMPARISON

Take a step toward your financial goals.

Bank with ease.

FAIR Savings

- No monthly minimum balance requirement
- Learn more on the back of this sheet

FAIR Checking

- No account overdraft fees
- \$3 monthly maintenance fee (currently covered by P+P)
- Learn more on the back of this sheet

Prepaid Debit Card

- No fee for direct deposits
- Available regardless of credit or banking history
- No monthly minimum balance requirements

Take action.

Credit Report Review

- Get a free copy of your credit report and review it with a volunteer
- Learn what to watch for on your report and how to take action

FAIR Credit Builder

- Build your credit while building your savings at the same time
- Learn more at FAIRfinancial.org

Payday Loan Help

- For loans with a payoff under \$1500, and an APR over 36%
- Must have a steady income, and have had the loan for more than 30 days



Financial Planning

- Free consultation
- Get help planning for goals such as retirement and investment

Financial Coaching

- Judgement-free support
- Monthly one-on-one sessions and peer support

Financial Literacy

- Make a plan
- Discuss budgeting
- Get your first credit card



Savings Bonus

- An investment bonus for up to 30 days
- Flexible savings options
- Available in all states

Child Savings

- For children under 18
- Have lived in MN for 6 months

FAIR Checking or Savings Accounts

Requirement to open a FAIR banking account

- A current ID: Driver's License, Passport, State ID, Military ID, or Tribal ID
- U.S. Social Security or ITIN Number
- Proof of address (ONLY if not current on ID): copy of a current utility bill, lease agreement, current pay stub or job offer, OR bank statement
- Must be 18 years of age or older

FAIR Checking or Savings may be good if...

- You have trouble getting a checking account at other banks because of your banking history
- You have a checking account and/or prepaid debit card and are paying high fees, like overdraft
- You are comfortable banking online or using a mobile app
- You get paid via check or direct deposit

FAIR Checking or Savings may NOT be good if...

- You have a history of actual bank fraud
- You prefer to do your banking in person
- You prefer operating in cash

CFR Focus Prepaid Debit Card

Requirement to open a CFR Focus debit card

- MN residents only; must live in the state of MN to get this product through Prepare + Prosper
- A current ID: Valid State ID or Driver's License
- U.S. Social Security Number
- Physical mailing address for the card to be sent out (P.O. boxes and general delivery are not accepted)
- Must be 14 years of age or older

CFR Focus Card may be good if...

- You are looking for something to use for direct deposit and spending for the short-term
- You want access to a large network of ATMs
- You are not looking for a banking relationship
- You fear the risk of garnishment on your account

CFR Focus Card may NOT be good if...

- You deal directly in cash
- You prefer to do your banking in person

CFR FOCUS PREPAID CARDS

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CFR FOCUS CARD OVERVIEW

- Community Financial Resources (CFR) offers the Focus prepaid card in partnership with US Bank
- Helps provide access to direct deposit for tax refunds and other deposits
- Customers can open a savings account that is linked to the card after they receive it
- Customer service for the card is available by phone anytime



REQUIREMENTS TO OPEN A CFR FOCUS CARD

- Be at least 14 years old
- Valid State ID or Drivers License
- Social Security number or ITIN
- Physical address
 - PO Box can be used for card delivery
 - General delivery not accepted

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WHO'S A GOOD FIT FOR CFR?



This product is a good fit for someone who...

- Prefers not having or doesn't qualify for a checking account
- Needs a personalized debit card to make payments online, by phone, or in-person
- Wants a new direct deposit option for their refund or other payments
- Has concerns about garnishments



This product is not a good fit if someone...

- Deals directly with cash as income (there are fees for depositing cash)
- Already has deposit accounts that they are comfortable with and have easy access to

CFR FOCUS CARD TALKING POINTS

- On-line set-up takes less than 5 minutes
- NO minimum balance requirements
- NO penalty fees like overdraft
- Free ATM networks
- Mobile app and online banking
- Use to build savings
- Use for deposits beyond tax refunds



ASSISTING WITH A NEW CARD ENROLLMENT

- All CSVs will have their own login
 - Invite to verify account and set a password will come before tax season
 - Will need to receive an authentication code by text message to log in
- Enrollments are fast and straightforward
- Card enrollment requirements and card features are the same as previous years

CFR FOCUS CARD ENROLLMENT

Enrollment Demonstration!

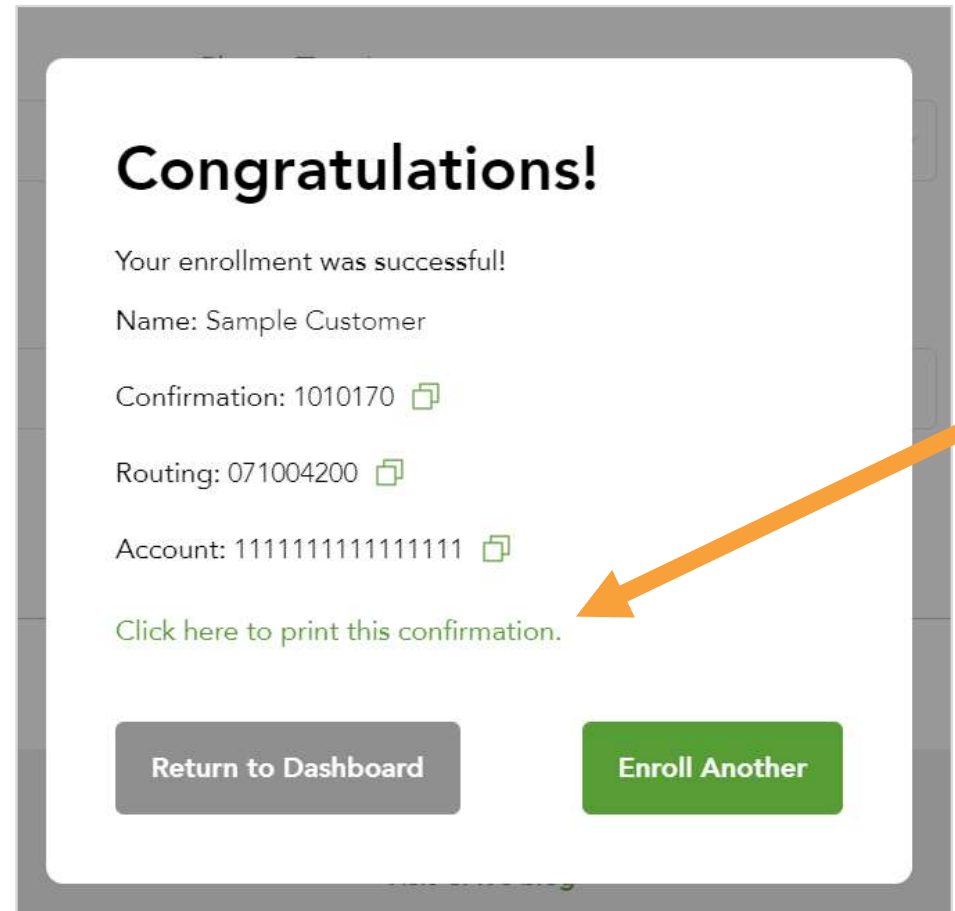


Want to follow along?

Go to the CFR card training portal. Get the website, username, and password on page 27 in the CSV manual.

PRINT THE CFR FOCUS CARD CONFIRMATION

- Preparer or reviewer need the new account information to enter it on the tax return
- Customer keeps this as a record of their new routing and account number



PREVIOUS YEAR CFR FOCUS CARD

- Can use same card year to year or open a new card
- Routing & account numbers for an old account may be on the previous year tax return
- Replacement cards can be ordered by calling the US Bank prepaid card customer service
- CSVs can look up an account number in the enrollment portal



FAIR:

Financial Access in Reach

FAIR BANKING OVERVIEW

- Partnership between P+P and Sunrise Banks
- A safe, affordable, and accessible banking option offered by trusted community partners
- Focus on people who have been marginalized by traditional banking
- Accounts are available to people regardless of banking history (with the exception of bank fraud)

WHO'S A GOOD FIT FOR FAIR BANKING?



FAIR checking and savings accounts ARE a good fit for someone who...

- Has an imperfect banking history and gets turned away by other banks
- Has an account but is paying high and unpredictable fees, like overdraft penalties
- Is comfortable banking online and/or using a mobile app
- Has a smartphone with a data plan or secure internet access
- Gets paid via check or direct deposit
- Doesn't rely on cash



FAIR checking and savings accounts ARE NOT a good fit if someone...

- Has a history of actual bank fraud
- Has no smartphone with a data plan or internet access
- Doesn't feel comfortable with banking online/mobile
- Doesn't have access to direct deposit for their income
- Prefers operating in cash

THE FAIR PRODUCTS



**Check out
a checking
account made
for you.**

No overdraft fees.
No monthly minimum
balance.

fair:

FINANCIAL OPPORTUNITY
FOR EVERYONE



**Discover a
smart savings
solution.**

Build more than just
your account balance.
Build a better tomorrow.

fair:

FINANCIAL OPPORTUNITY
FOR EVERYONE



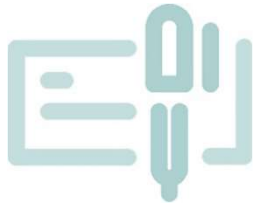
**Work on
building your
credit score
while you build
your savings.**

A new way to build for
the future.

fair:

FINANCIAL OPPORTUNITY
FOR EVERYONE

THE FAIR PRODUCTS CONT.



A FAIR checking account gives you more control of your money.

- Open an account with as little as \$25
- A \$3 monthly fee
- No account overdraft fees
- No monthly minimum balance requirement
- Available regardless of banking history*
- Mastercard® debit card included with account
- FDIC insured**
- No transaction fees at 8 area Sunrise Banks ATMs
- No fee for receiving cash back at merchants that have agreed to provide cash back with a PIN purchase

For more info:
www.fairfinancial.org

* Prior bank account fraud activity is excluded.
** FDIC insured up to \$250,000 per depositor.
Sunrise Banks N.A., Member FDIC

A FAIR savings account can help you save for emergencies and the future, at your pace.

- Open an account with as little as \$25
- No monthly minimum balance requirement*
- No monthly service fees*
- Earn monthly interest
- FDIC insured**
- Manage your account with online and mobile banking

For more info:
www.fairfinancial.org

* Please consult our service fee schedule for a detailed listing of all bank fees for this account at fairfinancial.org/faq
** FDIC insured up to \$250,000 per depositor
Sunrise Banks N.A. Member FDIC

FAIR Credit Builder meets you where you are, and can help you on the path to financial opportunity.

No credit score requirement to get started.



After approval, we lend you \$500 and place the money in a secured Certificate of Deposit (CD) account.*



Each month for 18 months, you pay \$31.19 towards the loan, which includes an APR of 15%.** We report your monthly payments to all major credit bureaus, and you build your credit history.***



At the end of the 18-month term, when you've made all your payments, the \$500 CD is yours minus interest and fees.

* All loans are subject to credit approval.
** A \$500 FAIR Credit Builder account paid 18 times over 18 months would have a monthly payment of \$31.19, finance charge of \$61.42 and an Annual Percentage Rate (APR) of 14.98%.
*** Results not guaranteed. Improvement in your credit score is dependent on your specific situation and financial behavior.
Sunrise Banks N.A. Member FDIC

FAIR CREDIT BUILDER

- Designed to help build credit by reporting regular payments to all three major credit bureaus
- Customer takes out a loan for \$500, but does not receive the money up front
- Money is locked into a Certificate of Deposit (CD)
- Customer pays around \$31 each month toward the loan
- At the end of the loan, customer gets the \$500 plus any interest the CD has earned

FAIR BANKING REFERRALS

Refund deposit

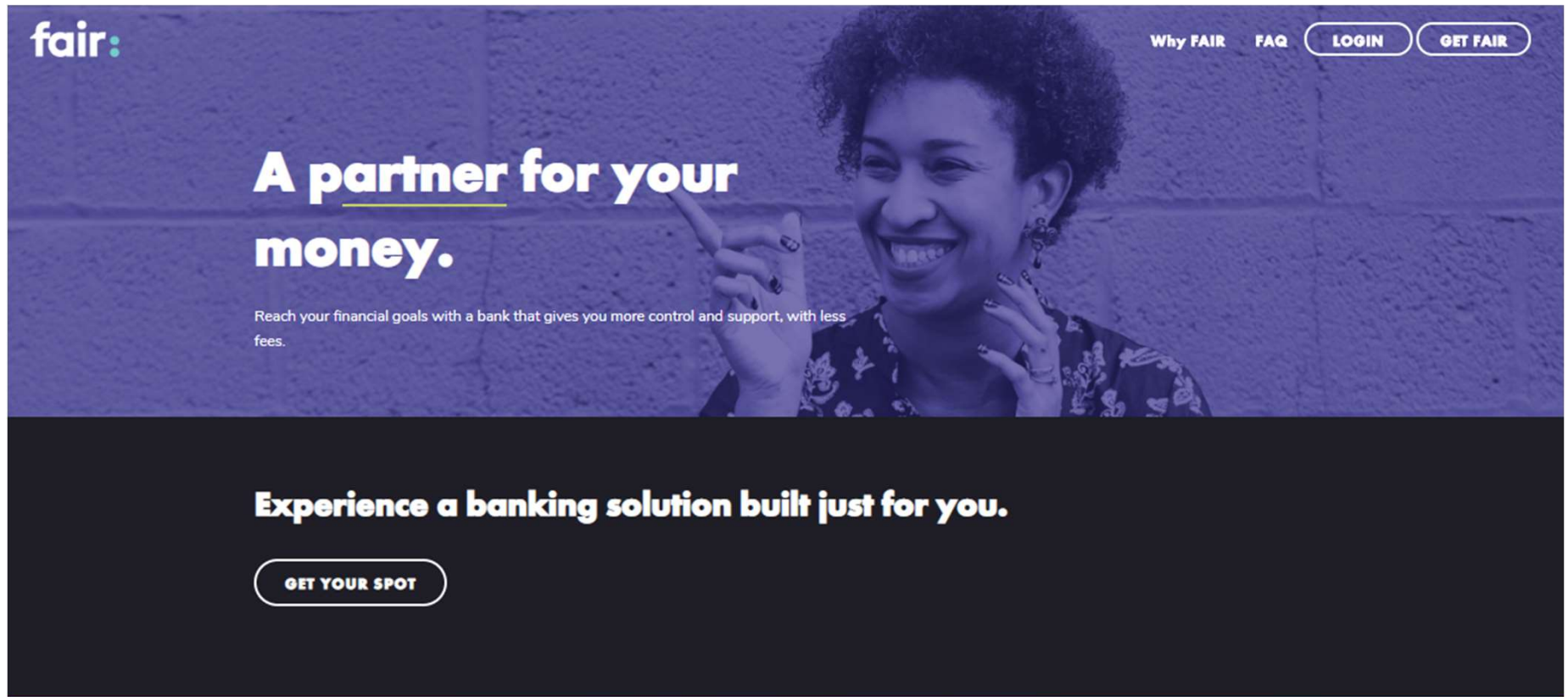
- Communicate with your manager to see if FAIR team is available for virtual enrollment
- If not, schedule a Priority FAIR Appointment
- Tax return will be held until the new account is open
- Inform your manager to hold the return

No refund deposit

- Provide FAIR brochure
- Discuss FAIR products details
- Optional: Schedule a FAIR enrollment appointment
 - FAIR staff will reach out to schedule if an appointment is not set

FAIR RESOURCES

fairfinancial.org



fair:

Why FAIR FAQ LOGIN GET FAIR

A partner for your money.

Reach your financial goals with a bank that gives you more control and support, with less fees.

Experience a banking solution built just for you.

GET YOUR SPOT

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CSV ROLE WITH DIRECT DEPOSIT

- Encourage customers to use direct deposit
 - Use existing accounts
 - Share new account options
- Make sure there is documentation of routing and account numbers
 - A printout or account card
 - Written on the P+P Tax Intake form
 - Help someone access online banking
- Help determine and document how a refund will be split

Paper Checks:
Some people want
or need to get a
refund check.
That's OK!

BREAK TIME!



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TAX TIME SAVINGS + SPLIT REFUNDS

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REFUNDS BOOST EMERGENCY SAVINGS

- People tend to increase their savings when they receive large influxes of cash
 - Tax refunds
 - Bonus at work
 - Inheritance
- Tax refunds may help (re)build savings
 - Prepare for an emergency
 - Prevent debt by having a savings cushion
 - Boost financial confidence



SPLITTING A REFUND

- Uses the “money moment” of tax time to establish or boost savings
- Minnesota refunds cannot be split



SAVER QUOTES

- Simple and visible way to celebrate saving and savers
- Customers write what they are saving for on a Savers Quote
- Hang the quotes on the savings board for all to see



SAVE + WIN!

- **Save + Win** is a savings contest run by P+P
- Offers extra incentive to save or split a refund
- Ways to save:
 - Put a full tax refund into a savings account
 - Split a federal tax refund to put at least \$50 in savings
 - Save a Minnesota homeowner's refund

HOW SAVE + WIN WORKS

- **SAVE** \$50 or more into a savings account
- **ENTER** the contest by signing the Boost Your Money form
 - Enter the customer's details in the online tracker to complete the entry
- **WIN** one of the weekly \$100 prizes
 - Customers stay in the contest until they win or until the contest ends
 - P+P admin staff will call winners to notify them

REFERRALS TO FINANCIAL PARTNERS

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WHAT'S THE DIFFERENCE?

FINANCIAL COUNSELING

- Focused on addressing a specific financial need
- Credit card debt, student loan debt, or homebuyer support
- Brief contact, limited follow-up

FINANCIAL PLANNING

- Focused on long-term financial goals
- Investments, trusts, insurance, or retirement
- Typically ongoing, but our referrals are one-time

FINANCIAL COACHING

- Focused on making behavior change
- Saving, spending, debt, or credit
- Long-term commitment; regular sessions; check-ins

MONEY MENTORS FINANCIAL COACHING

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MONEY MENTORS

- Participants identify and work toward financial goals
 - Focus on behavior change & building financial confidence
 - Participant is in the driver's seat
 - At least 6 months and up to two years
- Ongoing 1:1 meetings with a coach
 - Virtual, by phone, or in-person
 - Nonjudgmental & individualized support
- Monthly virtual peer sessions
 - Centered on a specific financial topic
 - Allows for peer sharing



WHO IS A GOOD FIT FOR COACHING?



This program is a good fit for someone who...

- Can regularly cover their basic expenses each month, including housing, transportation, food, and child care
- Is ready to make changes in their financial life and work toward a specific financial goal
- Feels comfortable talking with a coach regarding thoughts and feelings about their finances
- Will consistently meet with their coach each month and communicate between meetings



This program is not a good fit if someone...

- Is regularly unable to make ends meet
- Is currently experiencing a financial crisis (active bankruptcy, foreclosure, housing instability, food insecurity)
- Has a rep payee or is otherwise unable to make decisions about their spending
- Is looking for a quick solution to financial problems or is just looking for financial education or advice
- Cannot regularly keep appointments with a coach or reliably respond to communication

PARTICIPANT JOURNEY



CONNECTION TO MONEY MENTORS

Option 1:

Customers can fill out the interest form onsite using the link or the Money Mentors QR code

Option 2:

Money Mentors staff can reach out later to share details about the program and the interest form

Customer signs the Boost Your Money form. You provide a brochure, write the referral on your log, and enter the referral in the online tracker.

MONEY MENTORS: FINANCIAL HEALTH CHALLENGE

- Promote financial spring cleaning with the Money Mentors Financial Health Challenge
- Eight weeks in March and April
 - New financial health task each week
 - Sign-up will be open in January through April
 - Customers can join anytime before or during the challenge
- CSVs hand out the financial health challenge flyer to anyone interested in Money Mentors
 - Customers are not required to do the challenge to sign up to work with a coach
 - Customers do not need to sign up for Money Mentors financial coaching to do the challenge
- **TO SIGN UP:** Sign up for the Financial Health Challenge using the QR code on the flyer



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MONEY Mentors

FINANCIAL HEALTH CHALLENGE

Spring clean your finances! Tackle a different financial task each week for **8 weeks** with support and **prize incentives** to keep you going.

Open to anyone, this challenge is designed to support you in making strides in your financial life, wherever you are on your journey. **Join anytime before April 19th.**

Submit a Money Mentors interest form by scanning the QR code or going to <http://tinyurl.com/MoneyMentorsInterestForm> to unlock access to the Financial Health Challenge. **Be sure to check the box 'Sign me up for the Financial Health Challenge.'** You can participate in the challenge whether or not you end up participating in Money Mentors financial coaching.

Already a Money Mentors participant? Email moneymentors@prepareandprosper.org with the subject line: 'Sign me up for the challenge' at any time to get signed up.

Scan Me

<https://prepareandprosper.org/money-mentors>

LSS FINANCIAL COUNSELING

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LSS FINANCIAL COUNSELING


- Counseling focuses on help with a specific financial issue
- Free one-time meetings via phone or online
 - No income limitations on service
 - Services are available statewide
 - Multi-lingual: English, Hmong, Spanish
- Provide eligible customers with counseling handout and track the referral
 - P+P admin staff will share contact information
 - LSS staff will reach out to the customer

LSS FINANCIAL COUNSELING TOPICS

- Credit card debt management
- Student loan debt
- Homeownership counseling
- Credit improvement


CONNECTION TO LSS FINANCIAL COUNSELING

- Customer signs the Boost Your Money form
- You provide the Financial Counseling customer handout
- You track the referral on your log
- You enter the referral in the online tracker



FINANCIAL COUNSELING

What is financial counseling?
 Financial counseling is non-judgmental guided support for people who want to work on achieving financial wellness. Certified financial counselors can help guide and empower people's strengths and address barriers they face to achieve stability, build assets, and reach financial goals. We partner with Lutheran Social Services (LSS) to refer people to their services.


 888-577-2227
www.lssmn.org/debt

Credit Card Debt Solutions
What a Debt Management Plan can do for you:

- One convenient monthly payment
- On-time, faster repayment improves credit scores
- Debt paid in full, but faster and with less interest
- Coaching and tools to support your success

Successful Homebuying
Home ownership counseling sets you up for long term success by:

- Helping you assess your financial situation
- Addressing barriers, such as credit, debt, or student loans
- Determining if you are ready to buy and help you calculate what you can afford
- Sharing information on current mortgage loan programs
- Connecting you to down payment and closing cost assistance programs
- Helping you achieve your goals based on your specific needs

Student Loan Repayment Counseling

- Explore available repayment options for all student loans and potential solutions
- Determine an individual borrower's eligibility for federal options
- Establish a budget to cover monthly expenses, including student loan payments
- Attempt to contact private lenders to determine possible repayment solutions
- Review your credit report and help you understand it
- Help student loan borrowers come up with a plan to avoid default and the related consequences

Appointments are free and confidential. Multiple locations across Minnesota for in-person appointments as well as convenient phone or Teams options are available.

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financial@prepareandprosper.org
 651-287-0187
prepareandprosper.org

FINANCIAL PLANNING

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P+P VOLUNTEER FINANCIAL PLANNERS

- Planning assistance and advice about complex, long-term financial issues
- Referrals go to P+P volunteers who are CFPs
- One-time meetings on a financial planning topic
 - Virtual or by phone
 - 30-60 minutes



FINANCIAL PLANNING TOPICS

- Retirement accounts
- Life Insurance
- Education savings
- Inheritance
- Investing

Review your manual when making financial planning referrals. Some common topics are not a good fit!



IMPORTANT REFERRAL TIPS: VOLUNTEER FINANCIAL PLANNERS

- Take notes about the specific topic the customer wants to discuss with a planner
 - Use the Boost Your Money form to take notes
 - Transfer your notes into the Financial Services Tracking Form
- Ensure that the customer wants a planner to reach out within the next few weeks
 - Last year, customers often did not expect a call or email from a planner after the tax clinic
 - Remember to share the “Next Steps” so customers know how the referral will be completed
- If a customer is interested but not ready for a planner to contact them now:
 - Share the Financial Planning handout
 - Customers can request a meeting later

CONNECTION TO VOLUNTEER FINANCIAL PLANNERS

FINANCIAL PLANNING

What is Financial Planning?

Financial planners are trained to help people plan for more complex, long-term financial issues such as retirement, life insurance, estate planning, and investments.

All volunteers are Certified Financial Planner™ professionals, which means they have met high training and experience requirements and abide by the CFP® code of ethics and standards of conduct. Volunteer financial planners are not allowed to sell products or take on P+P customers as clients.

There is no charge, no commitment, no pressure - just unbiased financial advice.

How can a financial planner help?

A volunteer financial planner is a financial expert who can meet with you over the phone or Zoom for a one-time consultation on any of the following topics.

- I am nearing retirement and need help figuring out distribution options.
- I need help developing a retirement savings plans.
- I want to determine appropriate life insurance policies.
- I have inherited assets and I'm not sure how to manage them.
- I want to talk to someone about a 529 College Savings plan.

*Volunteer financial planners are NOT able to give advice about specific investments.

How can I connect with a financial planner?

Option 1: If you're ready to sign up today you can do so at the tax clinic. Let your Customer Service Volunteer know and they'll complete the referral for you.

Option 2: If you decide to sign up at a future date, you can scan the code to complete a short referral form OR visit:

<https://prepareandprosper.org/fin-continuum-of-care/> or 



After signing up, your name and contact info will be sent to a Volunteer Financial Planner. Look for a call and/or email from a Prepare + Prosper Volunteer Financial Planner asking to schedule a consultation with you over the phone or Zoom.

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financial@prepareandprosper.org
651-287-0187
prepareandprosper.org

- Customer signs the Boost Your Money form
- You provide the Financial Planning handout
- You take notes on the Boost Your Money form about the specific topics a customer wants to discuss
- You track the referral on your log
- You enter the referral in the online tracker – **include your notes!!**
 - P+P admin staff finalize the referral
 - Planners will reach out via email or phone within 2-3 weeks

EXODUS LENDING

PREPARE + PROSPER



EXODUS
LENDING

ABOUT EXODUS LENDING

- Organization helping refinance and pay off predatory loans
 - Pays off up to \$1,500 of high interest loans
 - Refinances loans to a 0% interest rate loan
 - Borrower repays Exodus over 12-24 months

Exodus Lending will assist with predatory loans that have interest rates over 36%, including payday, pawn, title, or online installment loans.

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EXODUS
LENDING

CONNECTION TO EXODUS LENDING

- Customer signs the Boost Your Money form
- You provide the Exodus Lending flyer
- You and the customer fill out a short online referral form (if time permits)
- You track the referral on your log
- You enter the referral in the online tracker
 - Exodus staff will reach out to the customer within a week



COLLEGEBOUND SAINT PAUL

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CollegeBound
SAINT PAUL



ABOUT COLLEGEBOUND

- Program to build higher education savings for families in the city of St. Paul
- New college savings accounts are opened for qualifying babies
 - Child must be born after 1/1/2020 and be a St. Paul resident by age 6
- City of St. Paul provides \$50 for each child
- Families can contribute additional funds

CONNECTING FAMILIES TO FINANCIAL HEALTH BONUSES

- Families qualify for an annual bonus deposit for a financial health activity
- Getting free tax preparation qualifies for the \$50 bonus
- Provide CollegeBound families with a bonus card
 - Customer fills it out and submits the information
- Track the interaction on the log and in the online tracker

Claim your Financial Health Bonus!

Received this card from an organization or partner of CollegeBound? Fill out the info to the right and return it to The City of Saint Paul and we'll process your \$50 bonus.

CollegeBound SAINT PAUL
Pathways for Every Child, Family and Future.

Child's Name _____

Child ID # or DOB _____

Activity _____

Date _____

Parent Email or Phone _____

Financial Health Bonuses are awarded once per year for activities that promotes the financial health of your family; some possibilities could include meeting with a financial counselor, reviewing your credit report, attending a financial education class, or enrolling in a bank account. Questions? collegebound@ci.stpaul.mn.us or 651-266-8829

CONNECTING NEW ELIGIBLE FAMILIES TO COLLEGEBOUND

- Get eligible families signed up for the program
 - Not enrolled but have an eligible child
 - Unsure if they are enrolled and have an eligible child
 - Expecting a child soon
- Provide a program flyer and bonuses handout
- Fill out the quick online enrollment form with the customer (if time permits)
 - For families that will be eligible soon, use the pre-registration form
- Track the interaction on the log and in the online tracker

CREDIT REPORTS

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CREDIT REPORT BASICS

- Credit reports list credit activity and history:
 - Loan balances and payments
 - Credit card balances and payments
 - Reports do not show a credit score
- Three major credit bureaus make free reports available on [AnnualCreditReport.com](https://www.annualcreditreport.com)
 - Equifax, Experian, and TransUnion
 - Reports are available each week



ORDERING CREDIT A REPORT BY MAIL

- Request form orders a credit report by mail
- Customer fills out the form onsite and P+P mails it later
 - Review the form for legibility and completion
 - Put the report request in a pre-address envelope
 - Keep report requests with the Financial Services Log
- Discuss reports and what to look for with the customer

The form is titled "Annual Credit Report Request Form" and is provided by Equifax, Experian, and TransUnion. It contains the following sections and fields:

- Top Header:** Logos for Equifax, Experian, and TransUnion. Text: "Annual Credit Report Request Form".
- Introduction:** States the user's right to a free copy of their credit file and provides instructions for instant access via the website.
- Form Fields:**
 - Social Security Number:** A 9-digit box with a hyphen.
 - Date of Birth:** Month/Day/Year boxes.
 - First Name:** A long horizontal box.
 - Last Name:** A long horizontal box.
 - Current Mailing Address:**
 - House Number
 - Street Name
 - Apartment Number / Private Mailbox
 - City
 - State
 - Zip Code
 - Previous Mailing Address:** (complete only if at current mailing address for less than two years)
 - House Number
 - Street Name
 - Apartment Number / Private Mailbox
 - City
 - State
 - Zip Code
- Reporting Agency Selection:** A section with the text "I want a credit report from (shade each that you would like to receive):" and three radio buttons for Equifax, Experian, and TransUnion.
- Barcode:** A barcode at the bottom right.
- Footer:** Copyright 2018, Consumer Source LLC.

PULLING A CREDIT REPORT ONLINE

- Use AnnualCreditReport.com to pull and review a report at the tax clinic
- Work with the customer to enter information and verify their identity
- Print a copy of one credit report
- Assist with reviewing high-level information
 - You don't have to be a credit expert!
 - Priority is ensuring report information is accurate
 - Refer to LSS if there are lots of report questions

LEARNING ABOUT CREDIT

PREPARE + PROSPER
651-287-0187
financial@prepareandprosper.org

\$ CREDIT REPORT

What's a credit report?
A credit report details your credit history. Your credit report can be used for credit applications. You have the right to see your credit report from Equifax, Experian, and TransUnion.

What's on a credit report?

- Name, birthdate, and Social Security number
- Types of credit you've used
- Monthly payment history
- Any debt passed on to you
- Current balances and credit limits
- Public records such as bankruptcies, tax liens, and judgments

What should you look for?

- Incorrect or incomplete information
- Incorrect birthdate
- Incorrect, missing, or duplicate information
- Incorrect marital status
- Lawsuits or bankruptcies
- Tax liens you paid
- Criminal arrest records
- Incorrect account information
- Closed accounts that are still showing as open

How do I dispute incorrect information?
Contact the creditor to dispute the information. You can also contact the credit reporting agency to dispute the information.

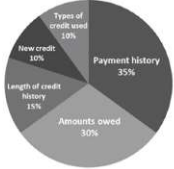
How can you get a free credit report?

- Online: www.annualcreditreport.com
- Phone: 877-322-8299

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651-287-0187
financial@prepareandprosper.org

\$ CREDIT SCORE

What's a credit score?
A credit score is like a grade that is given to your credit report. It's a quick way for lenders (i.e. banks and credit card companies) to see how responsible you have been with money you borrowed.



Factor	Percentage
Payment history	35%
Amounts owed	30%
Length of credit history	15%
Types of credit used	10%
New credit	10%

The most common credit score is called a FICO® score, ranging from 300–850. The higher the score the better. A lower score results in paying higher interest for credit and services.

There are five factors that affect your FICO® score (see chart). The two most important are if you've made on-time payments (35%) and how much you currently owe (30%).

Boost your credit score!
Raising your credit score takes time and it's important to stick with it. Follow these tips:

- Pay your bills on time.** Each on-time payment helps your score. If you miss payments, get current and stay current. The more you pay bills on time, the better.
- Keep credit card balances low.** Keep balances below 30% of credit limits (i.e. if you have a \$1,000 credit limit, charge \$300 or less).
- Pay what you owe.** The best way to pay debt is to pay the most you can on the debt with the highest interest rate and keep paying the minimum on other debts.
- Establish positive credit.** Secured credit cards or a credit builder loan can help potentially boost your score.
- Credit counseling.** A credit counselor could help you figure out the best steps to take with lots of credit card debt, including helping to set up a debt management plan.

Loan income from another person, bank account balances, marital status, and employment do not have any impact on your credit score.

Want to learn more?
The Consumer Financial Protection Bureau can help you navigate your credit report. Visit bit.ly/creditandscores for resources.

- Watch the online training *Demystifying Credit Reports and Scores*
- Read through CFPB credit resources
- Pull your own report on annualcreditreport.com
- Use the credit handout with customers to cover the basics

WRAP UP

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REMEMBER YOUR RESOURCES!



CUSTOMER SUPPORT VOLUNTEER MANUAL

Tax Season 2025

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Boost Your Money Form Checklist

- **Initial details:** I shared details of the referral or service and ensured the customer is eligible.
- **Resources:** I provided a handout or brochure for each referral/service requested.
- **Consents:** The customer signed the consent to share data for each referral/service requested.
- **Financial Services Log:** I logged the customer information on paper financial services log.
- **Tracking form:** I recorded the customer's name and the referrals/services requested in the online financial services tracking form www.tinyurl.com/fstracker2025
- **Next steps:** I explained next steps for each referral/service requested.

NEXT STEPS

- Finish your Volunteer Standards of Conduct test
 - Resources on the Volunteer Training Site:
prepareandprosper.moodlecloud.com
- Review additional resources on the Volunteer Training Site
- Attend CSV training part 3
 - Part 3 covers the credit reports and the checkout process



THANK YOU!

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