



FOR MORE INFORMATION:
Ann Estes Credit Counselors | 804-222-4660 | ann.estes@repaydebt.org
Jared Myers BCF | 757-497-4811 | jmyers@bc-f.com

1-800-REPAYDEBT | www.RepayDebt.org

Credit Counselors Becomes a Systemwide Member of the Better Business Bureau

-Nonprofit credit counseling agency joins 12 for-profits as the only Systemwide BBB members in the U.S.-

(Richmond, Va., June 9, 2004) – The Better Business Bureau (BBB) recently accepted Credit Counselors, a nonprofit credit counseling agency based in Richmond, VA, as a Systemwide BBB Member. Systemwide Membership signifies that the firm has agreed to maintain a good record in all the organization’s locations. Only 13 organizations have become Systemwide Members, and, other than Credit Counselors, all are for-profit companies.

Credit Counselors’ BBB Systemwide Membership covers its branch offices throughout the country on the East Coast, the Midwest, and the Pacific Northwest. Credit Counselors also provides Internet counseling in 48 states and is designated a nationwide member of the BBB*Online* Reliability program. The BBB*Online* Reliability Seal is a designation given by the BBB that signifies the organization’s commitment to ethical business practices on the Internet.

“Our status as a Systemwide Member of the Better Business Bureau helps reaffirm our company’s dedication to providing the highest quality service for our current and prospective clients,” said Dan Oelrich, President of Credit Counselors. “We encourage consumers to contact the Better Business Bureau when seeking the assistance of a credit counseling agency to ensure that the agency they choose meets the BBB’s standards for honesty and integrity in business.”

A recent report released by the BBB showed that consumers are becoming more cautious when choosing credit counseling services. In a ranking of the “most-asked-about businesses,” credit counseling and management services ranked number 11 in 2003, up from number 25 in 2002. There were 294,901 requests for reports on credit counseling and management services, up 88.5 percent from the 156,459 reports requested in 2002.

--more--

“Maintaining a good record in all of an organization’s locations is a huge responsibility,” said Tom Gallagher of the Better Business Bureau in Richmond. “Organizations that meet the tough BBB membership standards have shown that they follow the highest principles of business ethics and voluntary self-regulation.”

Members of local BBBs are businesses and firms which have a proven record of marketplace honesty and integrity. The BBB champions marketplace ethics and holds member and non-member businesses accountable to the highest standards of honesty in their advertising and selling.

“As consumer debt skyrockets, it’s important for consumers to know how to seek out reliable, dependable credit counseling organizations that will help them achieve financial security,” Oelrich adds. “Credit Counselors will continue to strive to uphold the highest standards and work with the BBB and the National Foundation for Credit Counseling in supporting an ethical marketplace within our industry.”

Established in 1972, Credit Counselors, a nonprofit credit counseling agency, has helped more than 700,000 clients reduce their debt and gain control of their financial future. Free and confidential consultations are available in person, by phone or online. Credit Counselors is headquartered in Richmond, Va. with branches throughout the country, and is a Systemwide Member in good standing with the Better Business Bureau in its branch market areas. The agency also is a member of the National Foundation for Credit Counseling (NFCC), the most established and trusted credit counseling organization, and each counselor at Credit Counselors is required to become NFCC certified. Visit Credit Counselors at www.RepayDebt.org. For more than 30 years, Credit Counselors has given support, advice and comfort for those seeking to achieve financial independence.

Credit Counselors is a trade name of Consumer Credit Counseling Services of America, Inc. and conducts business in the state of Arizona as Repay Debt Credit Counselors, in the state of Nebraska as Credit Counselors of Nebraska, in the state of Rhode Island as Credit Counselors of Rhode Island and in the state of Vermont as Credit Counselors of Vermont.

###