



Dear Valued Clients:

Welcome to Century!

I would like to take this opportunity to congratulate you on enrolling in our program and taking the first and biggest step in resolving your debt. We understand these times can be challenging. We want you to know that we will work hard to earn the right to be your trusted partner through this entire journey.

We are currently servicing over 32,000 clients across the country. In the past several years, our team of experienced, caring and attentive employees, all based here in a suburb of Pittsburgh, Pennsylvania, have helped thousands of clients with debt settlement and negotiation services as an alternative to credit counseling, debt consolidation or bankruptcy. We are anxious to begin settling your debt!

Our experienced staff takes great pride in helping clients just like you attain financial freedom. Our strong management team has extensive leadership experience in the debt settlement business.

Our goal is to create a positive experience for you by successfully resolving your unsecured debt in the shortest amount of time possible. We strive to be a partner you can trust, who operates with only the highest level of integrity, treating our clients with compassion and dignity every step of the way.

We also take our role very seriously within our industry. We are a founding member as well as an accredited member of the American Fair Credit Council (AFCC), the nation's leading association of professional Consumer Debt Advocates. Accredited members of the AFCC must adhere to a strict code of conduct set forth and monitored by the Association.



Our team will communicate with you during this journey on a regular basis. We want you to have the information you need to assist us in successfully reaching the mutual goal of resolving your accounts. One of our representatives will be reaching out to you very shortly to review your program in more detail and will be able to answer any questions you may have.

Please know that we are working diligently to resolve all of your debt just as efficiently as we can, while also attempting to get you the best settlements possible. Remember to watch your email inbox for information regarding your program. Also, remember that each settlement we negotiate for you has to be approved by you, so whether we notify you via email, telephone or text, please be sure to get back to us just as soon as possible. If you prefer we communicate with you in a particular way, just let us know.



We are constantly using our clients' feedback to improve what we do and to be innovative in how we operate. We track our client comments and survey responses daily and based on that feedback from our clients, we are very proud of the fact that of the more than 21,000 clients surveyed in the last year, 3 out of 4 would recommend us to their friends and family. We benchmark ourselves to ensure we remain industry-leaders with very high client satisfaction results. We take our clients' feedback very seriously. This is your report card on our company. We are committed to continuing to get even better, with the goal of delivering the best client experience in the industry.

It would be insincere for me to say we'll be perfect. But here's what I will promise: we will be extraordinarily responsive, innovative, professional and ethical.

Please keep in mind that you have valuable and engaging educational tools at your fingertips to help you with your program:

- You should have already received the **Century Welcome Packet** containing valuable information on the program, contact information, and important paperwork that we need your help filling out in order for us to make this program as easy as possible for you.
- You will have access to **Century's monthly newsletter** offering valuable money-saving ideas and helping you keep in touch with your settlement team.
- Our **MyCentury client portal** provides you immediate access regarding the status of your program. Be sure to sign-up and log into your account today.
- **Our Century Customer Service Team** is ready and willing to help answer any questions you may have about your program. Simply call our team at 888-913-8784 and one of our experienced support team members will be able to help you right away.

Again, welcome, and thank you for selecting us as your trusted partner on this journey!

Sincerely,

John Ioannou
Chairman
Century Support Services