

An approved Budget &  
Credit Counseling Agency\*



# Cricket

debt counseling

*Pre-Bankruptcy Credit Counseling*

Available 24/7

online<sup>†</sup>  
or by phone

- ◆ Affordable
- ◆ Easy to follow  
and complete
- ◆ Certificate emailed  
or faxed immediately•

ONLY  
\$36

Debtors Education Course available  
for joint or individual filers\*\* \$24

Sign up online at  
**www.CricketDebt.com**

or Call **1-866-719-0400**  
to get started today

\* Approved to issue certificates in compliance with the Bankruptcy Code. Approval does not endorse or assure the quality of an Agency's services.

\*\* Provided by Solid Start Financial Education Services.

† Online course is available in English, Spanish, Chinese, Korean, Vietnamese, Tagalog and Romanian.

• Follow-up phone call during business hours is required to complete counseling.

# Instructions for: **Cricket Debt Counseling**

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## **Internet Clients:**

- Go to [www.CricketDebt.com](http://www.CricketDebt.com)
- Click on the "Start Counseling" button and follow the directions for new Cricket Debt clients. When you get to the New Client Signup page be sure to enter your Attorney Code if one was given to you.
- For the online counseling you will need a listing of your current debts, with interest rates and the amount of any monthly payments. You will be asked for your monthly income and expenses, so please have this information available.
- At the end of the online session you will need to speak with one of our trained counselors.
- The whole process should take about 75 minutes to complete.

## **Telephone-only Clients:**

- Call 1-866-719-0400 to set up an account and get instructions for our On-Demand phone system. You can get an instruction packet from your attorney, or we can send you one by e-mail, fax, or US Mail.
- The On-Demand recording takes about an hour. After you listen to the On-Demand recording, you'll need to call in and speak with one of our trained counselors to complete your counseling session.
- If you have access to a computer, it is generally faster to take the course online.

## **All Clients:**

- The counseling fee is \$36 per household. We accept debit cards, checks online, and money orders by mail.
- Counselors are available by phone Monday through Friday from 6am-6pm Pacific Time at 1-866-719-0400.



Attorney Code