Changing How America Overcomes Financial Challenges
About Us

Our Values
- INNOVATION
- COLLABORATION
- RESPONSIVENESS
- EMPATHY
- ADVOCACY
- CONFIDENTIALITY

Vision
MMI will be the partner consumers trust to help them maintain a life of financial wellness.

Mission
Improving lives through financial education.

Purpose
Helping consumers create, restore, and maintain a life of financial wellness.

- 14 year average tenure
- 20+ programs
- 10 brands
- 40+ sites in 30 states
- 800+ partners
- 100+ funders
- 60+ year legacy
- 98.8% client satisfaction

COVER PHOTOS: MMI PHOENIX & ATLANTA
President’s Message

As I write this message, our world is facing one of the most devastating events of our lifetime. Beyond the threat of illness, the coronavirus pandemic is creating incredible emotional strain and financial worry. I understand how frightening and uncertain life seems right now as our country takes unprecedented action to suppress the virus and recover from its impact.

Money Management International (MMI) has been on the front lines of every financial crisis our country has experienced over the last six decades. During the credit and foreclosure crisis of the Great Recession, we helped hundreds of thousands find their way forward and resolve their debt and housing-related challenges. We have deep experience responding to disasters, and our legacy has prepared us for what lies ahead.

In 2018, as part of our business continuity planning, we ran a disaster simulation based upon a pandemic scenario. We also dealt with a very real disaster when Hurricane Harvey hit Texas in 2017, dislocating our headquarters and affecting many of our employees. These experiences helped us put our COVID-19 response into action with confidence and decisiveness. Most notably, we quickly transitioned our counselors to work from home to ensure they remain healthy and available to assist consumers when they need us most.

Our Project Porchlight disaster recovery program has seen an exponential increase in volume, both from our partners and directly from consumers seeking the help they need to withstand recent events. We also continue to meet with clients whose concerns are compounded by regional weather-related disasters, including earthquakes, tornados, and flooding. We are incredibly fortunate to have the support of partners like Fannie Mae and MetLife Foundation as we transition Project Porchlight to assist those impacted by COVID-19.

MMI exists to serve as an ally, an advocate, and a resource for those experiencing financial challenges. Armed with decades of experience, our experts are empathetic and skilled in all facets of economic crisis recovery. We will meet the financial counseling needs of consumers during this crisis in the months – and perhaps years – ahead. While we are hopeful for a best-case scenario, MMI will be there for those who need us no matter how disruptive it becomes.

I am very proud of the accomplishments detailed in this report, but even more so of the dedication and care displayed by our employees and partners as we work to overcome this difficult time. We will get through this together, emerging stronger than ever and better prepared for our future.

Jim Triggs
President & CEO
Key Audiences

- Debt and Credit Challenged
- New, Aspiring and Struggling Homeowners
- Active-Duty Military and Veterans
- Low and Moderate Income Households
- Seniors and Retirees
- Hispanic Communities
- Students and Education Loan Borrowers
- Disaster Survivors
- Disabled Beneficiaries

Spotlight on Housing

In 2019, MMI expanded Project Porchlight disaster recovery coaching to anyone impacted by natural disasters throughout the United States. While this free program addresses a variety of challenges, most survivors face barriers to repairing, rebuilding, or relocating their home. Engaging with Project Porchlight provides survivors with a personalized plan for their unique needs and a fast-track to full recovery. By year’s end, Project Porchlight received hundreds of calls and improved the lives of clients across ten disaster-prone states. Learn more at porchlight.org.
Reach

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<th>Reach Metric</th>
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<tr>
<td>6.3 million webpage views</td>
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<td>152,898 counseling sessions</td>
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<td>43,798 individuals reached through educational programs</td>
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<tr>
<td>$295,000,000 total unsecured debt repaid</td>
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<td>620,000 beneficiaries provided professional financial care and support</td>
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<td>804,542 calls, texts, and chats</td>
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<tr>
<td>595,953 individuals had access to financial wellness resources</td>
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<td>2,100 beneficiaries received college planning, financial aid, and loan management services</td>
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Counseling is available 24 hours a day, 7 days a week online and by telephone so no matter where you live or what time of day, our counselors are here to help. If you prefer to meet face-to-face, we offer branch offices in 30 states.
Partnering for Success

MMI’s legacy of collaborative partnership represents millions of consumer interactions and decades of evolution. In 2001, MMI launched its first foreclosure prevention pilot with Fannie Mae, marking the start of significant expansion into housing counseling and B2B relationships. Today, MMI is a proud partner to some of the country’s most respected brands. From venerable banking institutions to innovative startups to international foundations, aligning with MMI enables solutions to be quickly scaled and effectively delivered - reaching consumers when and where they need them most.

Learn more: moneym.org/partner

OUR PARTNERS

Fannie Mae
Fidelity
UNION PLUS
BANK OF AMERICA
SunTrust
CHASE
MetLife Foundation
USAA
Citi
PENFED
FHLBank San Francisco
FHLBank
LifeCents

With the expansion of Project Porchlight, MMI is creating a space where individuals from low- to moderate-income households can build resilience, helping to preserve the possibility for long-term financial health in the face of inevitable disasters.

SARAH WILLIS
MetLife Foundation

MMI & USAA - SAN ANTONIO
MMI & CITI - ATLANTA
MMI & FANNIE MAE - HOUSTON
Debt & Budget Counseling

While many of our services are delivered to consumers through partnerships, one of our largest programs is directly available to anyone seeking solutions to their financial challenges. Better yet, it’s available at no cost and accessible 24/7 by phone and online. Personalized debt and budget counseling includes a thorough assessment and an action plan to overcome short-term setbacks and build towards long-term goals.

- MMI provided Debt & Budget Counseling to over 68,000 individuals and families in 2019.
- We improved our primary website with an emphasis on the consumer’s journey, raising organic visitors to our largest referral source.
- We modified our web-based counseling application in order to make the process more intuitive.
- Consumers who received counseling from MMI improved their long-term financial health, with a 37-point increase in credit scores after two years.

Debt Management Plans (DMP)

MMI can consolidate a consumer’s unsecured debt into a single payment that fits their budget. These plans include special creditor concessions to make repayment faster and more manageable.

- In 2019, we helped over 74,000 individuals and families repay nearly $295 million in debt.
- Clients reduced their interest rates to an average of just 7.3%, saving at least $12,000 in interest during the course of repayment.
- Our debt management plan was recognized as one of the most accessible and affordable in the industry by Nerdwallet, a leading personal finance site.
- We continued testing solutions for consumers unable to afford the payment of — or challenged with a type of debt not eligible for — a traditional debt management plan.
- Clients increased their credit score by 62 points after two years in our debt management plan.

IN 2019
74,000 HOUSEHOLDS RECEIVED DMP SUPPORT
$295M IN DEBT REPAYED BY DMP CLIENTS
$12,000 AVERAGE SAVED THROUGH REDUCED INTEREST RATES
62 points CREDIT SCORE INCREASE AFTER 24 MONTHS ON DMP

I couldn’t be happier with this service. Very accommodating and customized my debt management plan to fit my needs. My credit score has also risen substantially in just a few months. I definitely recommend!

— BRIANNA, MMI CLIENT

BRIANNA, MMI CLIENT
Innovating Our Approach

As an industry leader, MMI is committed to serving consumers’ financial needs through bold IT enhancements. **Virtual counseling** will enable consumers to understand their options, receive recommendations, and enroll in services entirely online – choosing if, and how, they speak with a counselor. **Enhanced communication solutions** incorporated into MMI’s existing telephony system will allow calls, chats, texts, and email to flow through a single omnichannel platform, improving our clients’ experience and providing greater choice in how we interact. **Expanded solutions for indebted consumers** will include growth of partial-repayment options as well as extended debt management plans. This flexibility will increase our capability to customize repayment options that meet consumers where they are.

![Image of conversation with counselor](image.png)

*LASHAUNE DAVIS, MMI COUNSELOR*
At MMI We:

EMPOWER individuals to identify goals that matter to them, take action, and overcome obstacles that stand in their way.

STABILIZE households in distress by providing direct, immediate guidance and creating ongoing financial wellness.

STRENGTHEN communities by helping consumers recover from major setbacks and reducing community-wide ripple effects.

RESPOND to emerging issues with new programs developed by experts and delivered when they are needed most.

SUPPORT fresh starts by enabling families to put difficult challenges behind them and prepare for the future.

PROVIDE senior-oriented solutions in order to help older Americans make the most of their available funds.

ASSIST underserved communities through specialized programs tailored to the unique needs of at-risk populations.
Hispanic Centers for Financial Excellence

Exploitation. Discrimination. Limited English proficiency. Financial disadvantages. Many Latinx Americans face these challenges on a daily basis and are therefore less inclined to use mainstream financial services or seek advice from reputable sources. Immigrants in particular may lack familiarity with American financial conventions, further excluding them from opportunities that could improve their financial health.

The Hispanic Centers for Financial Excellence (HCFE) help Latinx consumers understand and engage the financial system in a safe, affirming, and culturally adaptive environment. Supported by 60 years of experience delivering financial crisis counseling to some of our community’s most financially vulnerable, the HCFE is uniquely suited to serve the needs of Latinx Americans in pursuing their goals. In tailoring our expertise to this community, we bring them out of the shadows and introduce them to opportunities that forever change their lives.

Before I came to the HCFE I felt like I was in quicksand; wasting my time and energy getting nowhere with my finances. I am grateful because this program has helped me improve my own credit score, and here in the U.S. good credit is as important as having cash.

Read Diana’s story: moneym.org/diana

Through analyzing best practices, survey results, and barriers to receiving service, the HCFE has made award-winning innovations in program engagement. HCFE advisors have empowered thousands to increase their financial understanding, improve their outlook, and reach their dreams. Learn more: moneym.org/HCFE

IN 2019

693 ONE-ON-ONE SESSIONS

1,406 WORKSHOP PARTICIPANTS

48 COMMUNITY EVENTS
Military Support

Since 2012, Military Reconnect has proudly served over 30,000 military service members, solving the critical issues facing them and their families. Whether active-duty, transitioning, retired, or a surviving family member, there are a myriad of unique circumstances that come with military service.

For those in the military, it can be difficult to “reconnect” after a career in the armed forces. Transition to civilian life comes with a new set of responsibilities, norms, and routines. Active-duty benefits may no longer be available, while relocations and spousal employment can create additional complications. As a result, veterans often combat financial challenges during and after transition. At MMI, we are dedicated to helping service members and their families reconnect to the life of financial stability they deserve.

Military Reconnect provides free in-person outreach, online learning communities, and counseling resources to help service members achieve their goals. Leveraging our expertise and relationships, we create tailored partnerships tackling the areas of greatest need.

Learn more: moneym.org/recon

We proudly partner with the following Veteran Service Organizations:

- National Coalition for Homeless Veterans
- MSCCN Military Support Center
- Military OneSource
- Operation Finally Home
- Operation Enduring Freedom
- Freedom Rider
- Iraq & Afghanistan Veterans

I talk with my teenage daughter about money all the time now. I try to make her very money-conscious because I didn’t have anyone talking to me about finances when I was her age. Ever since this experience, I’ve been very proactive about teaching her about money, and I know she’ll be better equipped than I was.

Read Patricia’s story: moneym.org/patricia

PATRICIA, MMI CLIENT
Senior and Student Wellness

Seniors
Kathryn, 89, was referred to MMI after defaulting on her property taxes and insurance. Linda Mitchell, a 25-year veteran at MMI, assisted Kathryn and determined that the she had fallen victim to multiple scams, losing a half-million dollars and putting her home at risk of foreclosure. Kathryn told Linda that a man was going to pick her up and take her to the bank to “work it out”. Alarmed, Linda asked Kathryn to get her family involved, but she refused. Linda contacted Adult Protective Services, who dispatched a social worker to Kathryn’s home to advise her of the danger and inform her family. Despite living nearby, Kathryn’s family was completely unaware, but are now working together towards a solution thanks to Linda’s timely intervention.

In 2019, 37% of clients receiving financial counseling from MMI were seniors in, or approaching, retirement. Our senior-focused partnerships include:

Students
We serve the needs of students from pre-college through completion of their loan repayment by offering a suite of college planning, financial aid, and loan management services. In 2019, our Mapping Your Future division provided over 600,000 students with unbiased education and counseling to help them understand the student loan process. In addition, we help educational institutions enhance default prevention plans and provide beneficial opportunities to guide their students to financial success while supporting their mission.
Post-Disaster Recovery

On November 8, 2018, the most destructive wildfire in California’s history ravaged the community of Paradise. Within hours, Camp Fire destroyed 19,000 buildings, caused over $16 billion in damage, and took 85 lives.

Linda, 66, is a survivor whose home of 23 years was in the wildfire’s path. Three days after evacuating, Linda learned her house was a total loss. She received photos showing only her brick chimney intact. The fire had turned everything else to ash.

Linda called Project Porchlight and reached Jasmin Fox at MMI. Jasmin completed an assessment with Linda to understand her challenges and create a personalized action plan. With Jasmin’s help, Linda received funding to repair her damaged septic system. She also applied for a construction loan to supplement her insurance.

The guidance delivered by Project Porchlight helped Linda make significant progress towards her goal of rebuilding in Paradise. Beyond that, Jasmin’s ongoing check-ins with Linda will ensure she’s aware of future recovery resources.

Read Linda’s story: moneym.org/linda.

DISASTER SURVIVOR RESEARCH

- EXPERIENCE FINANCIAL BURDENS AFTER DISASTER: 71%
- INCUR OUT-OF-POCKET RECOVERY EXPENSES: 42%
- TAP SAVINGS OR RETIREMENT TO RECOVER: 48%
- NEED THE SUPPORT OF PROJECT PORCHLIGHT: 74%

*2019 Harris Poll

LINDA, MMI CLIENT
What Others Are Saying

APPEARANCES

Bankrate
U.S. News
iHeart Radio
TheStreet
lifehacker
AARP
Reverse Mortgage Daily
CNBC
CR Consumer Reports
CBS This Morning
nerdwallet
USA Today
magnify money
creditcards.com

“This changed our lives.”

REVIEWS

Trustpilot

Indeed

facebook

4.3★

A+ RATING

RECOGNITION

2019 Innovative Practices Award Finalist
Council On Accreditation
Hispanic Centers for Financial Excellence

2019 Gulf Coast Regional Finalist
EY Entrepreneur of the Year
Ivan Hand, MMI President & CEO (Ret.)

2019 AIRS Accreditation
Alliance of Information and Referral Systems
Nevada 2-1-1, powered by MMI
Thank You

2019 Major Contributors  Includes grants, contributions, and fair share

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<th>$1 MILLION OR MORE</th>
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<td>Bank of America</td>
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<td>Capital One</td>
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<td>Nevada Department of Health and Human Services:</td>
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<td>• Director’s Office</td>
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<td>• Division of Public &amp; Behavioral Health</td>
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<td>• Maternal Child Health</td>
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<td>• Office of Community Partnerships and Grants</td>
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<td>Kohl’s</td>
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<td>OneMain Financial</td>
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<td>Target</td>
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<td>MGM Resorts Foundation</td>
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<td>Navy Federal Credit Union</td>
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<td>Nordstrom National Credit Bank</td>
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<td>Gwinnett County CDBG (HUD)</td>
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<td>Portfolio Recovery Association</td>
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<td>Seventh Avenue Inc.</td>
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<td>State Farm Bank</td>
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<td>U.S. Department of Justice – Office on Violence Against Women – PADV</td>
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Our Story

The history of MMI is the story of people helping people. Throughout our 60-year heritage, our purpose has been leading people from all walks of life through economic challenges, and bringing them to a safer, more comfortable place.

As a nonprofit, we strive to deliver this aid without bias, without restriction, and without judgment. We exist to serve the families and individuals who need us. Their prosperity is our success.

We deliver our positive money messages to millions of consumers in financial transition each year. We hope you will join us as we provide crucial solutions to everyday challenges and improve lives through empowering sound financial choices.