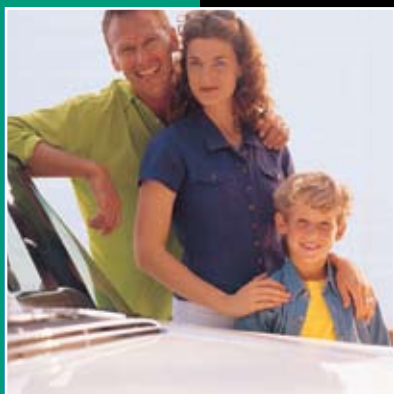




COPING WITH FINANCIAL STRESS



Consolidated Credit Counseling Services, Inc.

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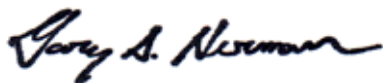
www.ConsolidatedCredit.org

Congratulations on taking this important step to a brighter financial future. Consolidated Credit Counseling Services, Inc. has been helping Americans across the country solve their credit and debt problems for more than a decade.

*Our Educational Team has created over forty publications to help you improve your personal finances; and many available in Spanish. By logging on to **www.ConsolidatedCredit.org** you can access all of our publications free of charge. We have the tools to help you become debt free, use your money wisely, plan for the future, and build wealth. The topics Consolidated Credit addresses range from identity theft and building a better credit rating to how to buy a home and pay for college. On our web site you will also find interactive credit courses, a “Best of the Web” debt calculator, a personalized budgeting tool, and much more.*

*We are dedicated to personal financial literacy and providing a debt-free life for Americans. If you are overburdened by high interest rate credit card debt then I invite you to speak with one of our certified counselors free of charge by calling **1-800-210-3481** for free professional advice. We also have partnership programs available where groups, businesses, and communities can hold financial workshops and receive free money management guides and workbooks like the one you are reading now. Please call **1-800-210-3481** if you would like to discuss pursuing a personal financial literacy program.*

Sincerely,



Gary S. Herman
President
Consolidated Credit Counseling Services, Inc.

Coping With Financial Stress

Financial problems can be enormously stressful. Seventy-three percent of Americans surveyed by the American Psychological Association said that money is the number one stress in their lives.

If you're under financial stress, you may be arguing with your spouse or family members about money, experiencing headaches or panic attacks, hiding bills or receipts from family members, or finding it difficult to sleep at night. Your eating habits may have become less healthy, and you may find it hard to make it through the day.

In fact, researchers at the National Institutes of Health say that chronic stress (worries over several months or longer) can shorten your life by 15 to 20 years.

Financial stress can also hurt your ability to do your job well. According to research by Thomas Garman, about one-third of workers report high stress, and say that personal finance issues are the top stress factor. That means that if you don't manage your financial issues, you may find yourself at risk of losing your job or getting passed over for promotions.

You may feel like you are the only one in your situation, or you may have tremendous guilt or regret over choices you've made in the past. Those feelings won't help you create a better future, though. It will help, however, to realize that literally millions of Americans experience financial stress. You're not alone.

The following are strategies you can use to reduce financial stress and get your life back on track.

Step One Coping: The first step in dealing with financial stress is to try to relieve some of the stress as quickly as you can. This can help you feel better, and give you the strength and perspective you need to make changes for your future. Here are some important coping strategies:

See Your Doctor: If you're experiencing physical symptoms such as panic attacks, insomnia, depression, or high blood pressure as a result of your financial problems, see a doctor. It can be very difficult to handle financial pressures when you are not feeling well physically or not getting enough sleep. Medical help may give you the edge you need to be able to cope with your problems.

Exercise: Regular exercise can help reduce stress. For example, one study by Edward McAuley, a professor of kinesiology at the University of Illinois found that exercise had "a significant impact on anxiety." Other research reported by the American Psychological Association found that regular exercise releases chemicals that help the brain cope better with stress, reduce anxiety, and lift depression. Try to find something you enjoy so that you'll stick with it; whether walking with a friend, swimming, or even rollerblading. If your schedule is very hectic, consider breathing-type exercises that you can do almost anywhere such as LifeLift (www.lifelift.com) or Oxyrise (www.oxyrise.com).

Get Help: If your financial distress is compounded by abusive or self-destructive behavior - either in yourself or in loved ones - get help. Those who are abusing alcohol or drugs can find resources through local support groups like Alcoholics Anonymous or Narcotics Anonymous. Family members can get help through Al-Anon. Visit al-anon.alateen.org or call 1-888-4AL-ANON (1-888-425-2666) for more informa-

tion. If your employer offers employee assistance benefits, you should be able to get counseling or referrals through that program. Those who are physically or verbally abusive should contact a local mental health organization for a referral to local agencies that can help.

Deal with Debt Collectors: Debt collectors can be aggressive. If you are receiving calls, you need to work out a repayment plan or, if that's impossible, ask them to stop contacting you. You have the right under the federal Fair Debt Collection Practices Act to write to a debt collector to instruct them to stop contacting you.

Note: this law does not apply to creditors who are contacting you about the debts you owe them. There may be additional state laws that apply in that situation. Once they receive your letter, they are allowed to contact you only to tell you about legal action they will be taking to collect the debt. You can also stop a debt collector from calling you at work by telling them that your employer does not allow such calls.

A good way to stop creditor harassment is to work with a reputable counseling agency. Once you enroll in a counseling program and successfully make your monthly payments, participating creditors will stop contacting you. You also gain peace of mind by knowing you have a plan for actually getting out of debt!

Talk About It: Find someone you can trust - a close friend or relative, clergy or a mental health professional - to share the fears and worries you are experiencing. Most people are afraid to talk about money. Getting it out in the open with someone who can help you see your situation more objectively can be of tremendous help.

Get Real: If you've been juggling bills, you may not have a clear picture of where you stand financially. Completing a detailed budget is crucial if you want to change the situation you're in now. You'll find a free budgeting workbook at ConsolidatedCredit.org. Fill it out entirely. Include your spouse or partner in the process. This may seem frightening but don't put it off. The longer you wait, the worse your situation will likely become.



Be Thankful: When you're in financial difficulty, you may feel the weight of the world is on your shoulders. But for most people, even when things aren't going well, there is still a lot they can be thankful for. Oprah Winfrey says that keeping a "gratitude journal" has been helpful for her and many who have followed her advice feel the same. Take the time each day to write down three or four things you are thankful for, and really take a few moments to appreciate them.

See Your Dentist: High levels of financial stress and poor coping abilities increase twofold the likelihood of developing periodontal (gum) disease, according to a study in the *Journal of Periodontology*. Since gum disease can be associated with other even more serious health problems, such as heart disease, respiratory disease and diabetes, it is important to take care of your teeth.

Simplify: In today's frantic consumer world, it can be hard to step back and simplify. A simpler life may save you money and help reduce your stress (and improve your overall health). Look at where you are spending your time and money to see if you can identify ways to cut back.

Change What You Can: Lynne Hornyak, PhD, PCC is a coaching consultant on the mental side of money. She recommends you look at things that are causing you financial stress in two ways; their level of importance, and whether they can be changed. Items will fall into one of four categories:

1. **Important, Changeable:** A high mortgage payment may be an example of this. You need a roof over your head so it is important, but you can change this expense by perhaps refinancing or moving to a less expensive home. Frequently bailing your friends or children out of their money problems, when you have your own, is something that also may be important and changeable.
2. **Important, Not Changeable:** Perhaps your financial problems were due to expensive medical bills or a divorce. There may be nothing you can do to change the facts, but those issues are important. Since you can't change what happened, you may have to change your attitude, expectations or both. Grieve for your loss, but then shift your focus onto other things you can do to live within your current financial reality.
3. **Not Important, Changeable:** The fact that your spouse insists on paying the bills by hand when you'd rather do it online may drive you nuts, but it may not be important as long as they are being paid. If it's not important, change your attitude.

4. Not Important, Not Changeable: Maybe your parents always squab-
bled about money and that bothered you. But that is in the past and
how they talked to you then is not really important, nor can you
change it. Let it go. Of course, if you are a parent now, how you talk
to your kids about money is entirely within your control!

Become Resilient: Resilience is adapting well in the face of difficult
events or stress. You may have more resilience than you think, and it can
be learned. According to the American Psychological Association, there
are several ways to increase resilience including making connections with
others, avoiding seeing problems as insurmountable (shifting your percep-
tion), accepting that change is a part of life (attitude), moving toward your
goals and taking decisive action (taking control of and responsibility for
your life).

**For more tools and information to help you cope with financial
stress:**

American Psychological Association Consumer Help Center at
www.helping.apa.org offers information about coping with problems such
as stress, balancing work and family life, and family relationships; includes a
free guide to developing resilience.

For a free brochure titled "Periodontal Disease: What You Need to Know,"
use the AAP's online request form at www.perio.org or call 800-FLOSS-
EM.

For free information on your rights when it comes to debt collectors, visit
www.ftc.gov.

Lynn Horniak's website at www.lmhservices.com offers free articles and a
free self-quiz that helps you understand your relationship to money.

Consolidated Credit Counseling Services Inc. can help reduce interest
rates, stop creditor harassment, and offer one monthly payment for your
debt. For more information, including many free educational publications,
visit www.consolidatedcredit.org.



*"You people are like angels sent from heaven. I feel a great relief knowing
there is only one payment and not four anymore, I have less stress now."
- P.W. Brockton, MA*



CONSOLIDATED

CREDIT COUNSELING SERVICES, INC.™

When debt is the problem, we are the solution.

About Consolidated Credit Counseling Services, Inc.

Consolidated Credit Counseling Services, Inc. is a consumer oriented, public education organization. We are an industry leader in providing credit counseling and debt management services throughout the United States, and a HUD Certified Counseling Agency.

Our mission is to assist individuals and families end financial crises and help them solve money management problems through education, motivation, and professional counseling.

We are dedicated to empowering consumers through educational programs that will influence them to refrain from overspending and abusing credit cards, as well as to encourage them to save and invest. We sponsor local free seminars that are also available to any group or organization that requests our educational services.

Our professionally trained counselors have assisted thousands of families across the United States. Regardless of whether your financial problems are due to the purchase of a new home, birth of a child, major illness, or any other circumstance, we can help.

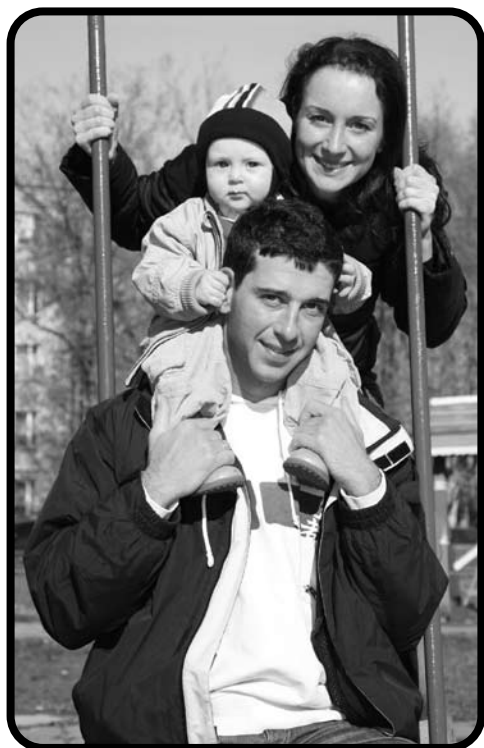
Our organization is funded primarily through voluntary contributions from participating creditors. Our programs are designed to save our clients money and liquidate debts at an excellent rate.

Consolidated Credit Counseling Services, Inc. is a member of the Better Business Bureau, the United States Chamber of Commerce, the Greater Fort Lauderdale Chamber of Commerce, and the Association of Independent Consumer Credit Counseling Agencies.

Now you can find **FREEDOM FROM DEBT!**

Consolidated Credit Counseling Services, a nationally recognized organization, will provide you with professional financial education, counseling and resources.

In addition, you can benefit from customized Debt Management Programs, which incorporate a bill consolidation plan to help you regain your financial freedom.



**Our professionally trained
Certified Public Accountants
will negotiate directly with
your creditors to:**

- Reduce or even eliminate interest rates!
- Lower monthly payments by up to 50%.
- Eliminate late charges and over-limit fees.
- Consolidate debts into one lower payment.
- Help you pay off debt faster.
- Rebuild your credit rating.
- Save you thousands of dollars.
- Get you on a plan to be debt free!

Call today, and take your first step
toward financial freedom!

1-800-210-3481

or visit www.ConsolidatedCredit.org



5701 West Sunrise Blvd., Fort Lauderdale, Florida 33313

You can be **debt free**



There is help waiting for you now.

- Reduce or eliminate interest charges.
- Consolidate credit card bills into one lower monthly payment.
- Pay off your debt in half the time.
 - Save thousands of dollars.



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