



4770 NW 2nd Avenue, Suite D
Boca Raton, FL 33431
Telephone: 866-597-0730
Facsimile: 866-428-1108

September 17, 2009

Federal Trade Commission
Office of the Secretary
Room H-135(Annex T)
600 Pennsylvania Avenue, NW
Washington, DC 20580

Re: Debt Relief Amendments

Debt Remedy Solutions, LLC ("DRS") is very pleased that the Federal Trade Commission ("FTC") is seeking to address the abusive practices of a few bad actors within the debt settlement industry. As an accredited member of The Association of Settlement Companies ("TASC"), DRS is aware of the need to protect consumers and to provide them with the services they've contracted for. To this end TASC, whose goals are to promote good practice in the debt settlement industry and to protect the interests of consumers, has effectively managed to self-regulate its members.

DRS believes that a well informed consumer is our best customer, and to this end we provide all prospective customers with ample information related not only to our program but to the overall dynamics of debt settlement. A prospective customer of a TASC member company is afforded the opportunity to make an educated decision. Likewise, TASC member companies are discerning, declining to enroll consumers who are deemed not to qualify for our services. DRS is proud of its program and the valuable assistance it has lent to its customers.

DRS hopes that the efforts of the FTC to better regulate the debt settlement industry does not inadvertently have the opposite effect – draconian or otherwise unrealistic regulations that effectively shut down the debt settlement industry. For example, a "back-end" fee requirement would likely have a grave impact upon the viability of the industry. Most debt settlement programs are long-term, and the suggestion that a company delay (possibly delay for several years) just and fair compensation until some later date is at best untenable. While DRS can appreciate in the abstract the spirit of the back-end fee requirement, the affect will at a minimum be the diminution of quality service, and possibly the near overnight withdrawal of top-board settlement companies from the industry (the business equivalent of "throwing out the baby with the bathwater", if you

will). Struggling consumers need help, and strangling the life out of one of their few viable lifelines through unrealistic regulation is hardly a constructive enterprise for the FTC to engage in.

DRS appreciates the opportunity to comment on the proposals the FTC is considering in connection to the debt settlement industry. Please note that any comments herein should not be construed as the opinion of any particular TASC member.

Regards,

Thomas Papp
Director of Settlement Operations

cc: Marcus Obser
John Philbin
Robby Birnbaum, Esq.

Dear Gennifer E. of Debt Remedy Solutions,

My name is Jacques M. I was \$63,877.12 in debt. The debt was due to having too many credit cards. All credit cards were maxed out. I chose Debt Remedy Solutions to help me due to an online ad I received in my email account. Debt settlement was my best option to choose to avoid filing for bankruptcy. The number one reason I chose Debt Remedy Solutions was due to the wonderful help I received from the Customer Service at your company.

The process and steps I received in obtaining help from Debt Remedy Solutions were fair and just. The explanation of the contract was explained to me in detailed and understanding steps. The Customer Service Department would call and check in with me every month. They guided me through Phases I and II of the program with ease and helpful details in ways to pay off my debts. The fee charged to me was fair and reasonable in price. The amount I paid was \$8,304.00. This was a great bargain I was able to get compared to the total amount of \$63,877.12 I owed to different credit cards companies. Debt Remedy Solutions did everything in positive ways to help me. The steps the debt settlement company gave me help me to settle the debts with my collectors rather than for me to file for bankruptcy.

With the help of Debt Remedy Solutions, I was able to resolve my financial crisis. My total debt was \$63,877.12. After settlements were made with the help of your company, I saved \$25,963.12. I could not have saved this amount without the help of a debt settlement company. I greatly appreciate the wonderful help I received from Debt Remedy Solutions. My life has changed tremendously since I have paid off my major debts. I am now able to save money for my future retirement. I have less stress in my life and I am now able to enjoy my life. Thank you very much Debt Remedy Solutions for your help, time, and service.

Sincerely,

Jacques M.

I would like to thank all at Debt Remedy Solutions for helping me in the process of eliminating my credit card debt and guidance for the future. With your help, I am now on track again!

Thanks,

Ron W.

Dear Debt Remedy Solutions,

I would like to take a moment to thank you and all your associates for helping me gain my financial freedom. As a recently divorced, single mother with two children, working full time while attending college the heavy burden of paying off the debt accrued jointly unexpectedly fell on my shoulders. While struggling to decide between buying groceries to feed my children or answer collection calls, I felt like I was in a losing battle with no end in sight.

With in one year of starting the program with Debt Remedy Solutions, I was able to settle my debt which reached over \$10,000 in debt owed. I was able to have a much lower monthly charge to enroll in the program (versus meeting multiple minimum credit card balances), and in return the collection calls stopped immediately, harassing correspondence ended, and I was able to settle all of my accounts for cents on the dollar because of the excellent negotiations on my behalf from Debt Remedy Solutions Associates.

Thank you Debt Remedy Solutions for helping me regain my financial independence and giving me the ability to start rebuilding my credit so I can buy a home down the road.

Sincerely,

Tracey B.

My name is Rebecca M. I am a 30 year old, single, professional female. In 2008, I realized my debt situation was out of control and only getting worse. I managed to maintain a good credit score up to that point, but making the monthly payments was becoming impossible. I had three credit cards. Two had reached their maximum credit limit and the third was on its way. One credit card company even decreased my credit limit due to the amount of money I was charging and being unable to pay. I ended up being approximately \$33,000 in debt. I did not get into this kind of debt overnight. I was approved for my first credit card as a freshman in college and had been carrying credit card debt ever since. First, the card was to be for emergencies only. Over time I put more and more on my credit cards, even daily expenses such as food. I even started a second job with the intention of using that income solely to pay my credit card debt, but it wasn't enough. In researching my options, debt settlement appealed to me most. I knew it would damage my credit score for a period of time due to missed payments, but I was hopeful I could rebuild that after I was free from this huge amount that I owed.

My parents had signed up for the debt settlement program with Debt Remedy Solutions a couple of months before I did. I was nervous about doing it and initially concerned about the damage it would cause to my credit. I then realized I would not be able to fix this situation any other way. I could not do it on my own. I had to put my pride aside and make the first phone call. I remember speaking to my credit counselor for more than an hour during that initial phone call. He was very considerate and did not make me feel less than human for getting myself in this situation. He showed a strong concern for my well-being and encouraged me to stick with the process no matter how difficult it got. He walked me through the process of signing the contract and explained the process Debt Remedy Solutions would use with the cease and desist letter. This is probably what made me feel the most at ease because I knew the collections calls would stop. Debt Remedy Solutions does require a monthly fee in order to help and there were times I would have loved to have that money in my pocket, but I knew I would appreciate all they were doing for me when my settlements were over.

My debt settlement process is nearly over. Debt Remedy Solutions has worked out a settlement arrangement on my third and final account. Debt Remedy Solutions has helped me settle my debts for less than half of the amount I owed. I will be debt free in the very near future. I could not have accomplished this without the help of Debt Remedy Solutions. I would still be drowning in debt and continually harassed by debt collectors. I'm sure I would have been paying on my credit cards for the rest of my life were it not for this debt settlement program. In my debt free life, I plan to continue to live debt free. No more credit cards for me. If I can't pay cash for it, I will not buy it or I will save for it. Having paid off my debt will give me a better quality of life in general. No more worries about not being able to pay down my balances. This huge amount of money will no longer be hanging over my head. The money I have saved and will save each month will allow me to enjoy my life.

My experience with Debt Remedy has been very smooth and easy. They took my information. We exchanged a number of calls. They answered all of my questions . Within a short time my debt was settled. A great company. Mary C.

Dear Mr. Papp:

I am writing to express my heart felt thanks to Mike R. and Debt Remedy Solutions for your help and support in negotiating settlements on my credit accounts. I appreciate the counseling I first received during the initial set up of this process to relieve the stress and burden of spiraling interest rates and out of control credit spending. I know it could go no further without seriously impacting my health and family. Your companies approach to this problem was down to earth, understandable, practical and made perfect sense for my situation.

Mike R.'s negotiating skills were outstanding. He walked me through each step with each creditor and made sure I was aware of the details prior to us making our call. He worked out settlements with each of my creditors within the perimeters of the original estimated settlement costs. He made me relaxed while on the phone and laugh after all was completed. Laughter is the best stress reliever to utilize in any situation and Mike's professional and personal skills made this a very pleasant experience.

Thank you to Debt Remedy Solutions for your help. I would recommend your company to any person in a credit burdened situation. Thank you also for Mike R.'s excellent work.

Respectfully,
Henry E,



July 29, 2009

Re: DEBT REMEDY SOLUTIONS

To Whom It May Concern:

My name is Linda D. My financial downturn started with a layoff from a company I worked with for over 18 years and then another subsequent layoff 2 years later. It took me 6 months to find employment, making less than half my original income. My personal beliefs would not allow me to file for bankruptcy and therefore I worked on cutting all my expenses as much as possible and made a decision to go with a debt settlement company as a suggestion from a friend. I did not find the need for debt counseling as I felt budgeting my money and making plans for repayment was easy enough to do on my own.

The representative from Debt Remedy Solutions explained the process thoroughly and provided me with a spreadsheet that outlined my fees to them and the amount of money I would need to set aside each month to reach my repayment goal. One aspect of DRS that I liked was that the money I was putting aside for my repayment was to be put into my own bank account; another company I spoke to advised me that they held my money in escrow for me. This was ludicrous! Why would I allow someone else to make interest on the money I was saving and what would happen to my money if the company went out of business? This was a very big reason why I went with DRS. Also, my fax requests and phone calls were responded to in a prompt manner, their representatives were pleasant and helpful and my questions answered clearly.

I feel the fees charged by DRS were well worth it. They dealt with the negotiations and saved me, after their fees, at the time of settlement, \$7,445.63. I don't feel I could have done this on my own and am glad I left it to the professionals.

Needless to say, having this debt settled is a huge weight off of my shoulders and no longer having to deal with the stress of debt, I can now sleep at night.

Regards,

Linda D.

June 2, 2009

My name is Christina, and we financially were sinking in debt. We thought that we could handle it ourselves but my husband had switched jobs with a lower pay and we have three children. We didn't want to file bankruptcy and ruin what we credit we did have and we came across the Debt Remedy program while researching our options. We started with about \$16,000 in debt and we saved a little over \$10,000 with this program.

We were a little hesitant at first because the last thing we needed was for someone to take what little bit of money we had and still leave us with our debt, but that wasn't the case with Debt Remedy. I am very impressed with the representatives that we talked to on the phone. When we first started the program my husband and I kept Mike A. on the phone for over an hour and he was very descriptive, very informative and answered every little question that we could think of without getting impatient and short with us. We want to thank Nathan P. also for being patient with our questions and making sure we were fully informed. He gave us the option to skip a monthly payment and add it to the end of our monthly fees to pay one of our debtors off sooner. We are also great full to Bryan Dilgard in the settlement department because he kept us informed every step of the way through phone and email while he negotiated with our creditors and worked really hard for us. We are grateful for the compassion shown by the above mentioned. We had representatives call us once a month to get an update and check to see that we were doing our part. We were able to complete our program in seven months with our determination. It is not Debt Remedy's place to make you save and do your part, so you have to be committed to completing this program.

We kept focus and put everything we could towards this program. This program has helped us pay our debts, while we control the money. We were able to put money into an account and see what we have accumulated and tell Debt Remedy when we had enough money to settle with a debtor. We had control the whole time.

I don't believe we could have accomplished bettering ourselves without Debt Remedy. We are breathing easier since we have finished this program. I believe that the fee was excellent in exchange for late fees, over the limit fees, and high interest rates we would be paying struggling to do these ourselves. I would recommend this program to anyone, and I will back this up!! We thank you from us and our children!!

Chelsea W.

Mike I. was absolutely wonderful and thanks to him. When he called the first time I was kind of thinking about this and I finally said "OK, let's do it". I put my faith in him and he did his part and here we are.

I am writing to say how happy I was with the Debt Remedy Solutions company in helping me get out of debt faster. I had a bank of America card that slowly accumulated some debt and also I consolidated some debt into that card. When it got to be over \$7,000 it was hard to pay anything but the minimum charges and after a while the balance was not going anywhere fast if you know what I mean. After a new England winter with high heating bills it was hard to pay every bill on time.

When I heard about different debt companies, I called several and got some information. At first I thought the process would be too long and too expensive but after talking with the Debt Remedy representative I signed up for the program. I started saving monthly and when the bank transferred the debt to a collection company they asked for payment and through Debt Remedy Solutions , I made an offer that they accepted. I saved several thousand dollars even after adding in the Debt Remedy Fee. My credit rating/score went down a small amount but is back up to the previous good credit score that is was before starting the program.

Overall it was a very good experience dealing with all the people at the Debt Remedy Solutions from the initial contact to the customer service people calling to see if I had a any questions and reminding me to continue saving regularly.

Regards,

Brian B.

To whom it may concern,

I let my debt get the best of me. Seems like the more I tried the more in debt that I got. I had more money going out than I had coming in. I know I had to do something. I was looking for help on the internet and found Debt Remedy. After a personal conversation I know that I could trust them.

Debt Remedy explained that there would be a charge for their help. Explained there would be a third party involved which would be negotiating on my behalf. I wanted to be sure that my creditors got paid. In the end I felt so much better and relieved. It took awhile but we did it.

I have been able to save \$1,000.00 dollars. I have been able to go to the store and buy food that I need to help me with my diabetes. Also able to buy clothes and needed items. I could not have done this without Debt Remedies help. I have been a lot (less) stressed and my depression has improved tremendously.

Sincerely,

Betty L.