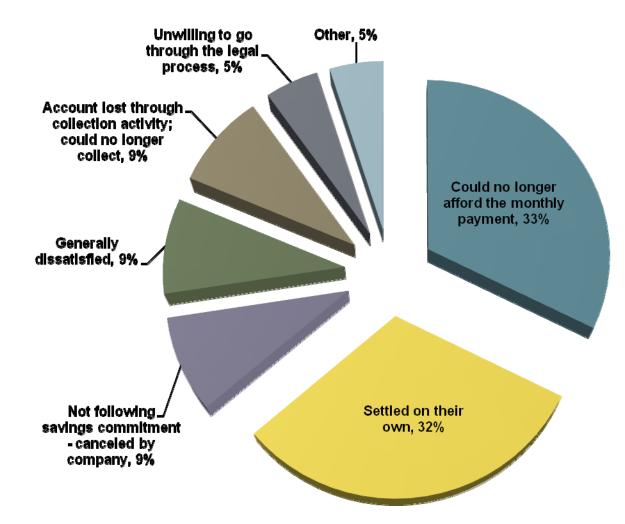
## NATIONWIDE SUPPORT SERVICES, INC.

Survey\* of Clients Cancelled After 50% of Program is Completed – 2009



\* Quality Survey Services, Mansfield TX. www.qualitysurveyservices.com

## What was the reason you decided to cancel?



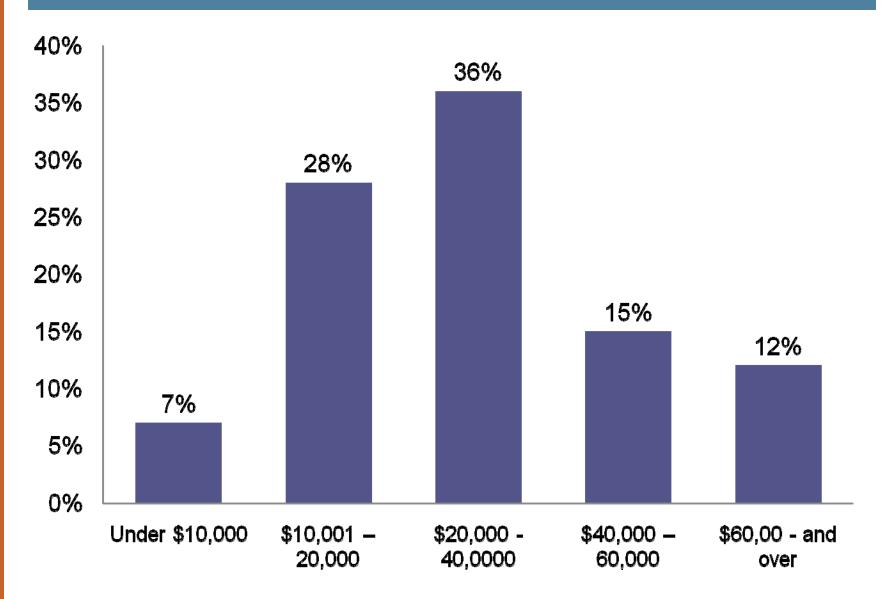


### DEBT SETTLEMENT INDUSTRY SURVEY DATA

Surveys conducted at the time of the consumer completing their program.

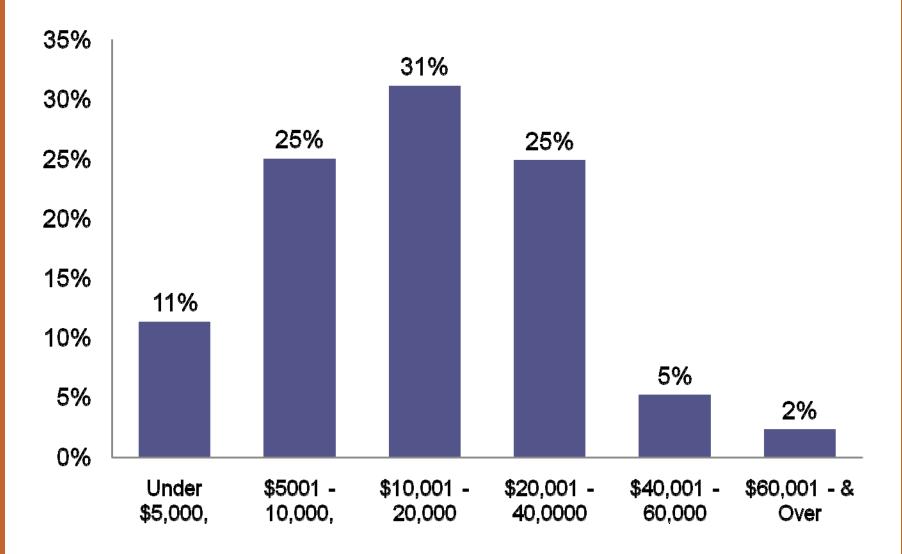
2008-2009

#### 1. How much was your total debt amount?

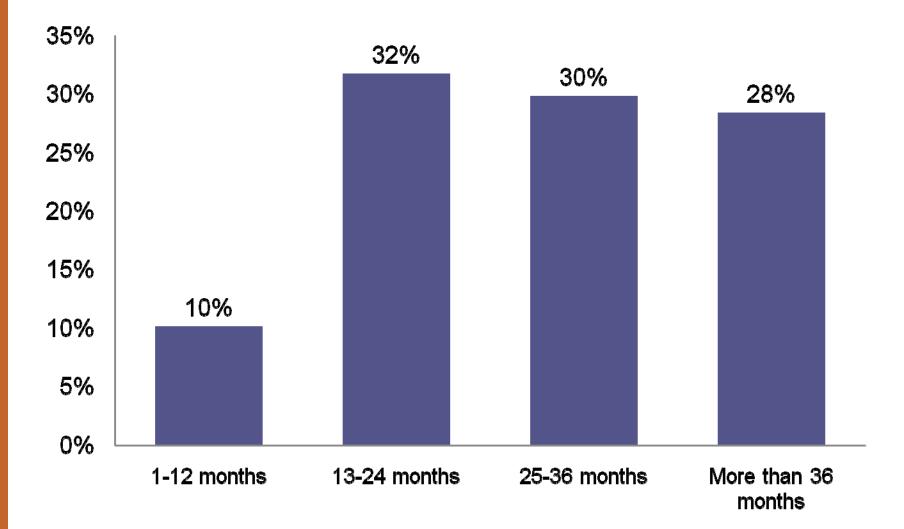


EXIT INTERVIEW RESULTS

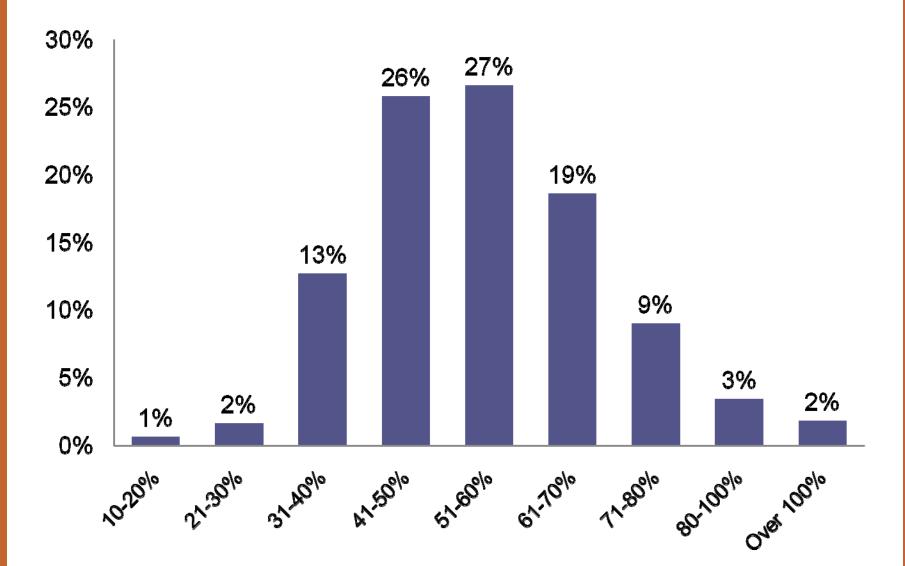
# 2. What was your total debt savings amount after completion of your program?



# 3. How many months were you enrolled in your debt settlement program?



#### 4. What was the average settlement percentage?

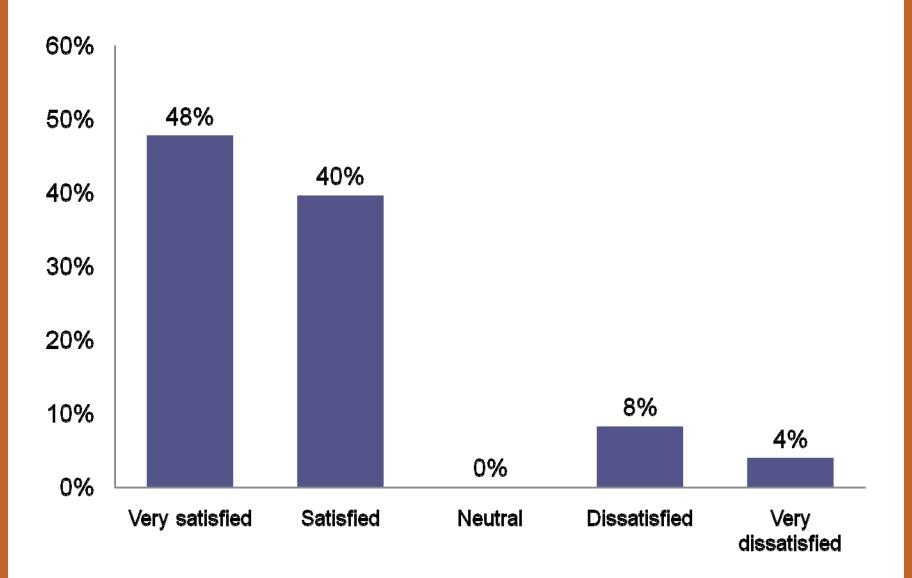


All information provided in this presentation was based on data gathered by Quality Survey Services.

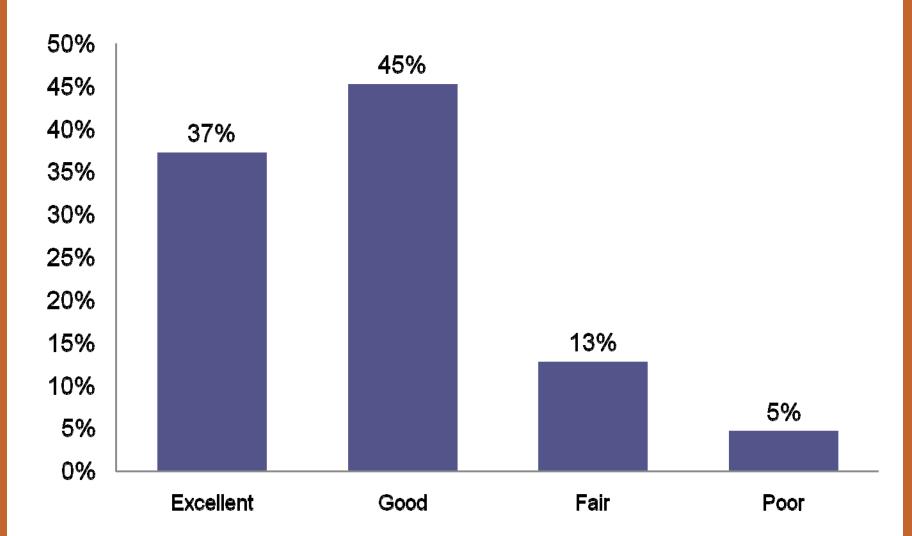
EXIT INTERVIEW RESULTS

# EXIT INTERVIEW RESULTS

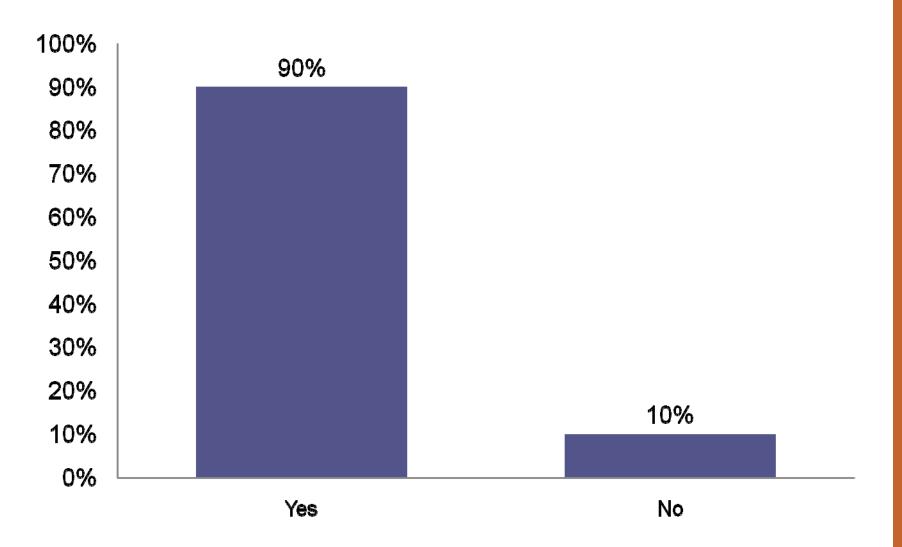
## 5. Overall, how satisfied were you with your settlement amount?



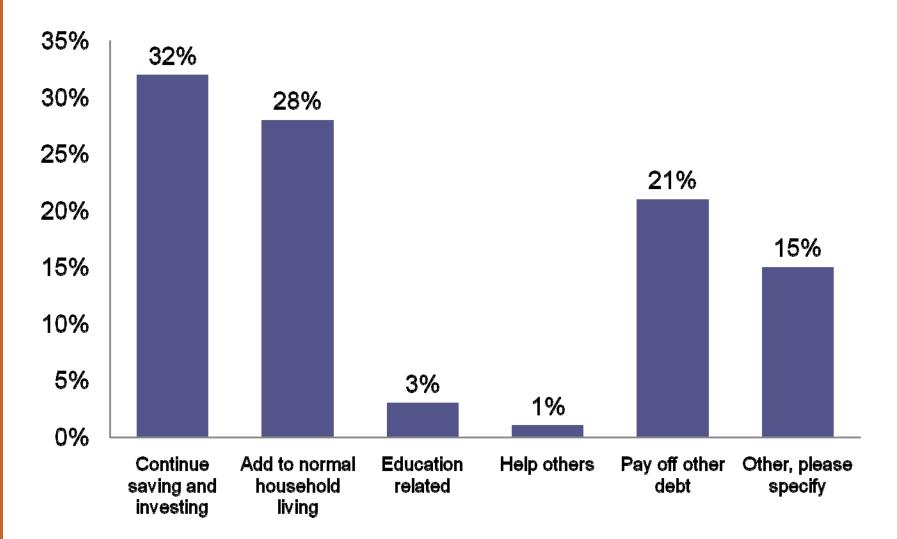
# 6. Overall, how was your experience in your debt settlement program?



# 7. Are you glad you chose debt settlement as a method of getting out of debt?



# 8. Now that your debt is settled, what will you do with the extra money you were putting away?



All information provided in this presentation was based on data gathered by Quality Survey Services.

EXIT INTERVIEW RESULTS

## 8.1 Examples of other purchases clients will make if "other" was selected in question 8.

Down payment on house and

truck

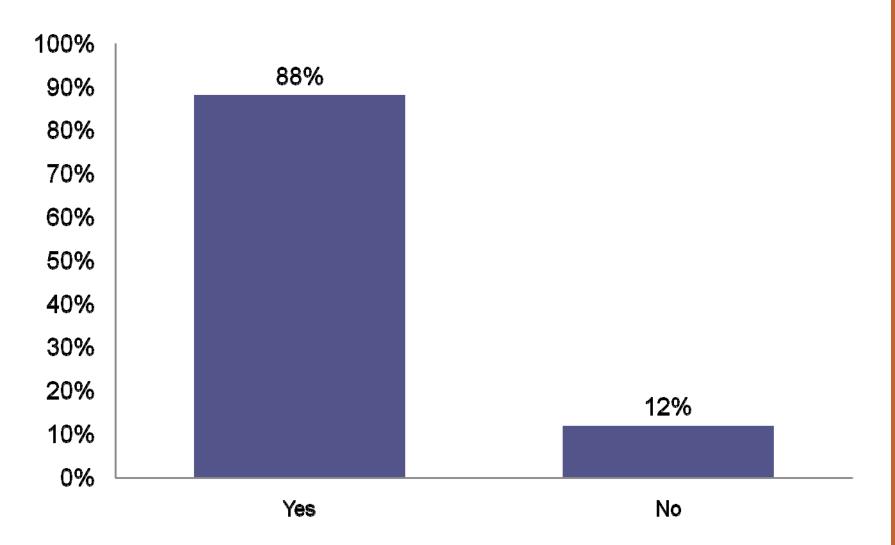
- · Home repairs
- Extra spending money
- Saving to buy a house
- Paying for children to go to

college

- Vacation
- New roof

- Daughter's braces
- Health insurance
- Having a baby
- Paying taxes
- Opening a business

## 9. Would you recommend this debt settlement program to someone in a similar situation you were in?



EXIT INTERVIEW RESULTS

### NATIONWIDE SUPPORT SERVICES, INC.

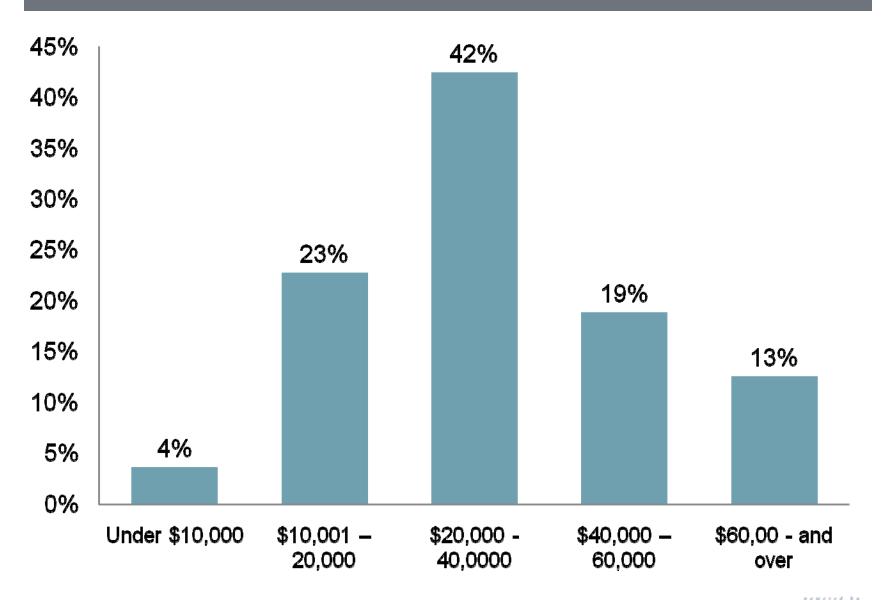
Survey conducted by an independent survey company\* at the time of the consumer completing their program.

2008-2009



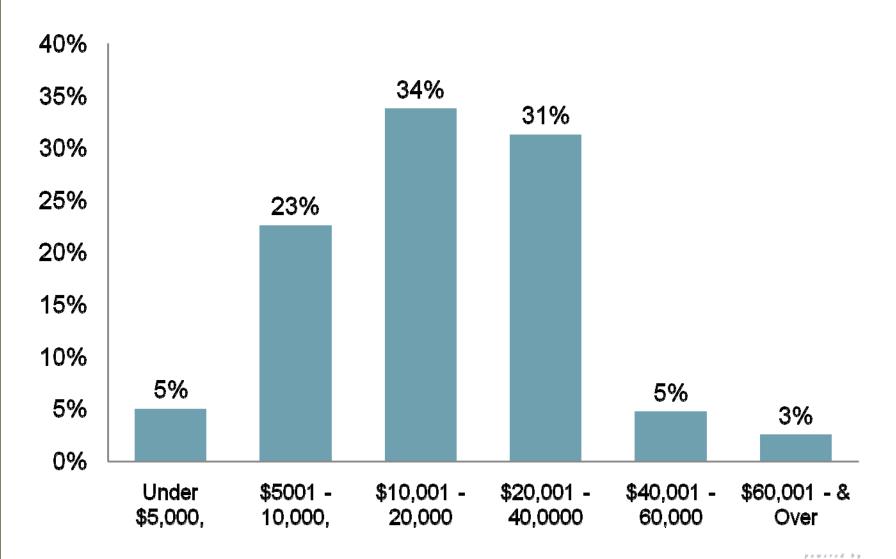
\* Quality Survey Services, Mansfield TX. www.qualitysurveyservices.com

## 1. How much was your total debt amount?



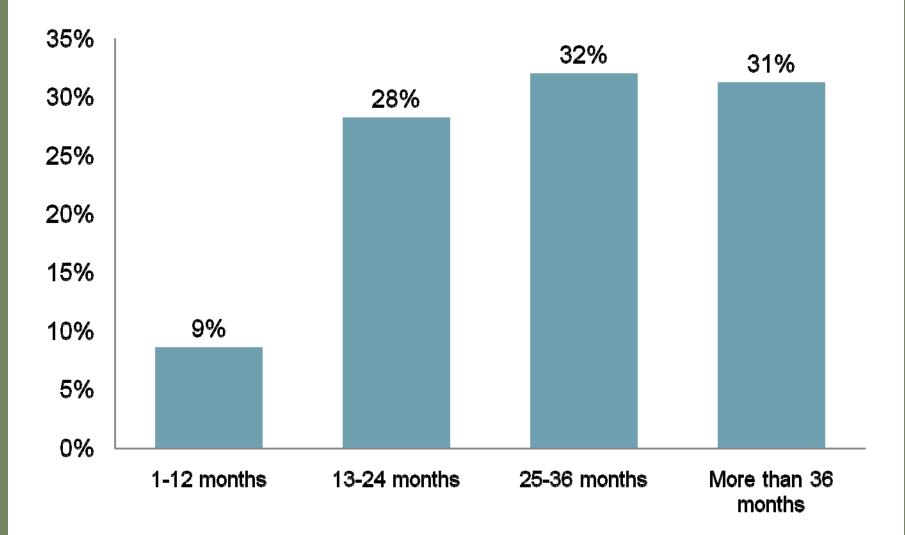
NATIONWIDE

# 2. What was your total debt savings amount after completion of your program?

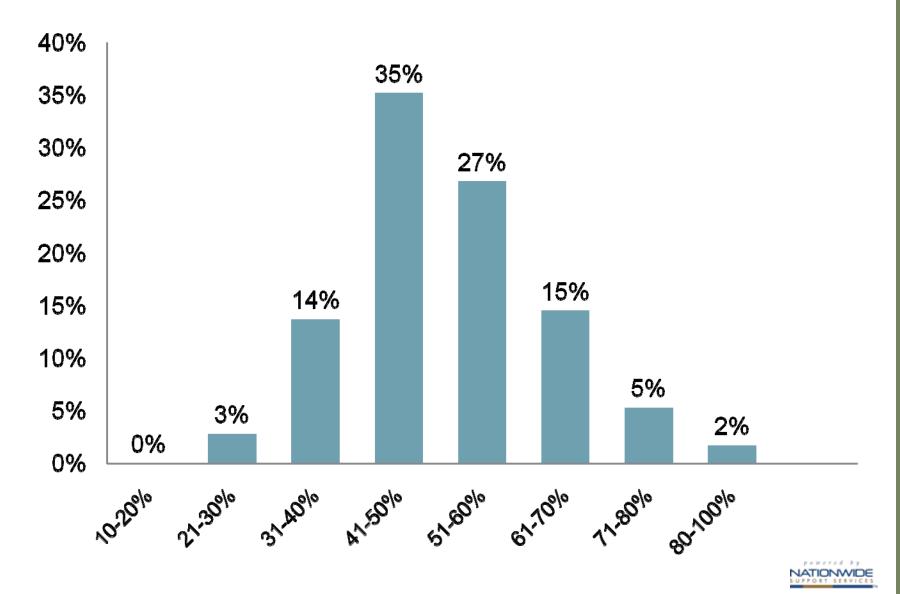


NATIONWIDE

# 3. How many months were you enrolled in your debt settlement program?

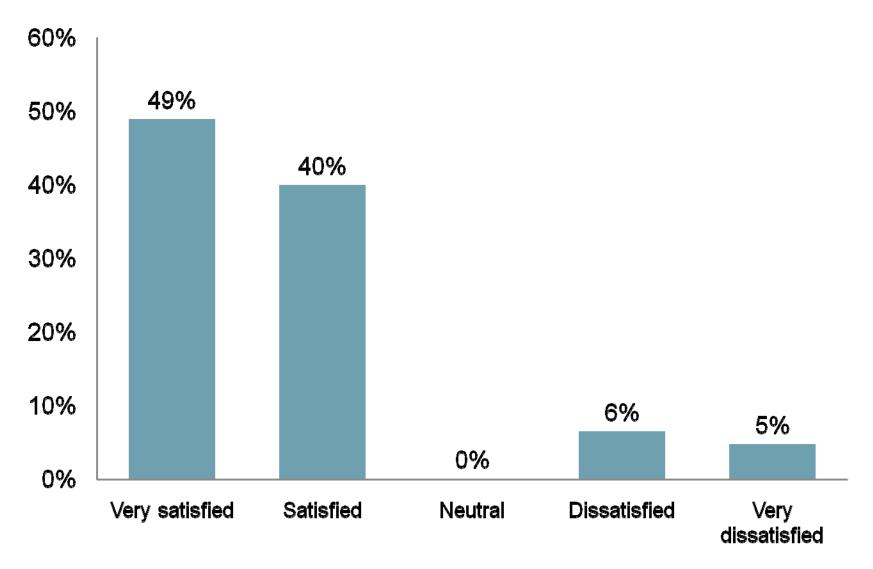


### 4. What was the average settlement percentage?

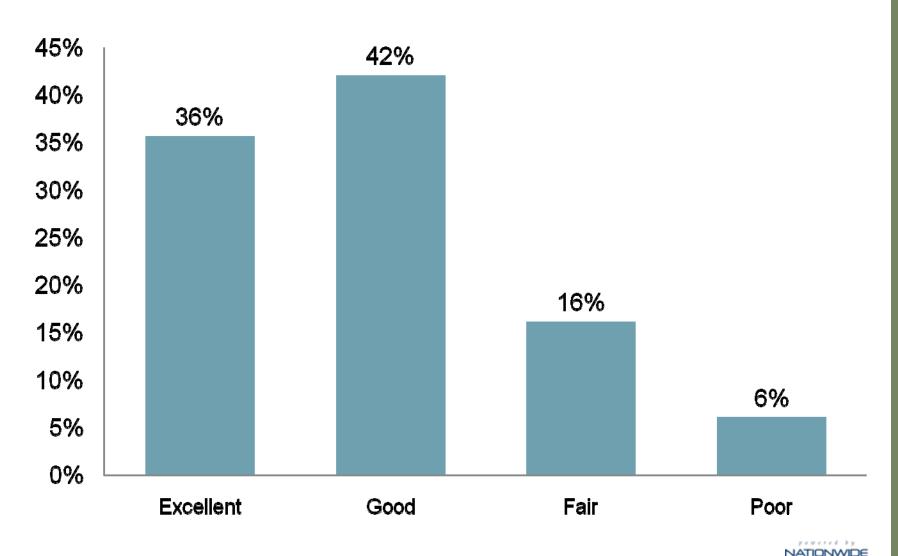


# EXIT INTERVIEW RESULTS

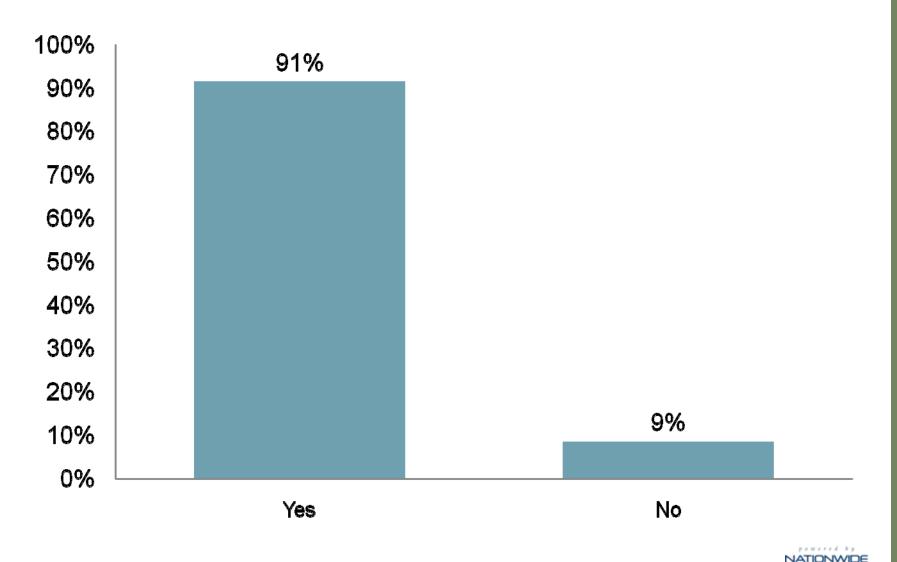
## 5. Overall, how satisfied were you with your settlement amount?



# 6. Overall, how was your experience in your debt settlement program?

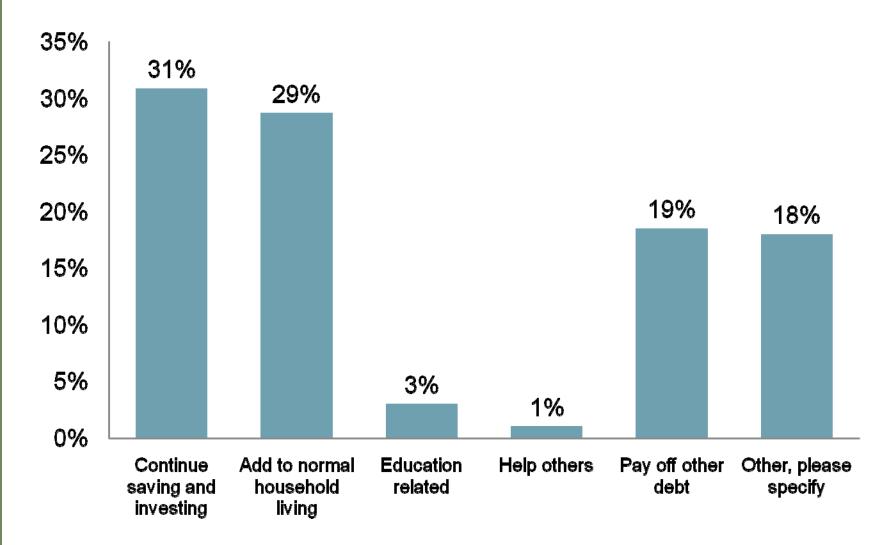


# 7. Are you glad you chose debt settlement as a method of getting out of debt?





# 8. Now that your debt is settled, what will you do with the extra money you were putting away?



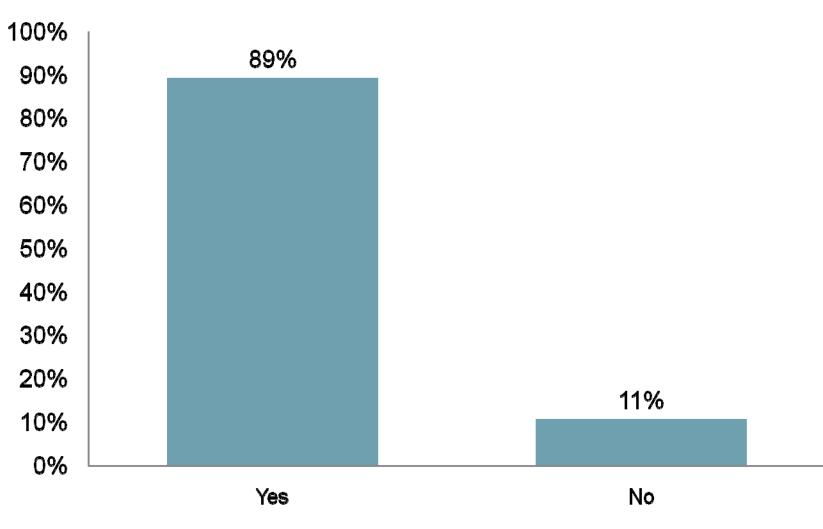
JATIONWI

## 8.1 Examples of other purchases clients will make if "other" was selected in question 8.

- Down payment on house and truck
- Home repairs
- Extra spending money
- Saving to buy a house
- Paying for children to go to college
- Vacation
- New roof
- Daughter's braces
- Health insurance



## 9. Would you recommend this debt settlement program to someone in a similar situation you were in?





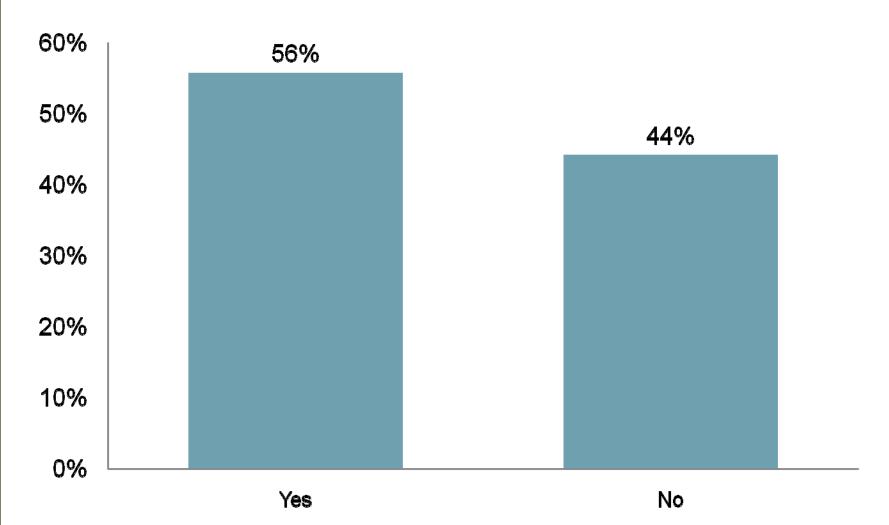
### NATIONWIDE SUPPORT SERVICES, INC.

Follow up survey conducted by an independent survey company\* eight months after the consumer completed program.



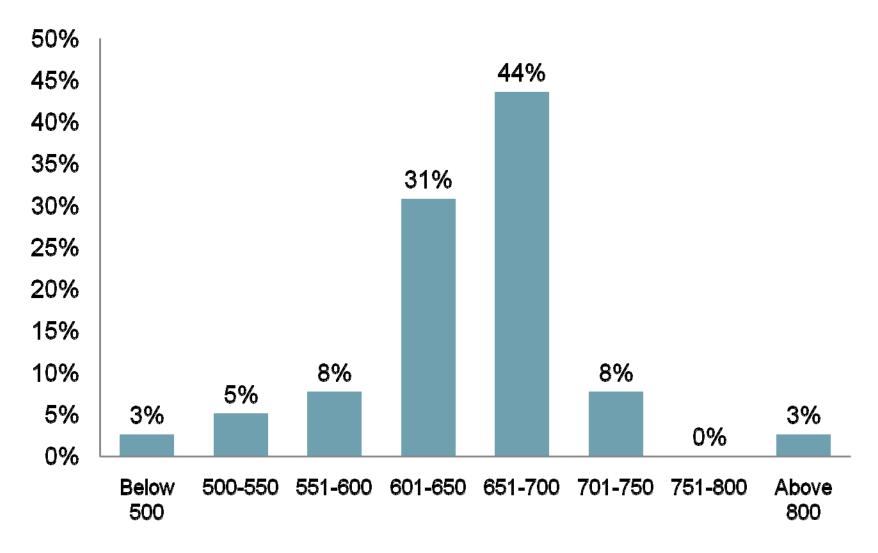
2008-2009

# 1. Since completing your program, have you had a chance to run your credit report?





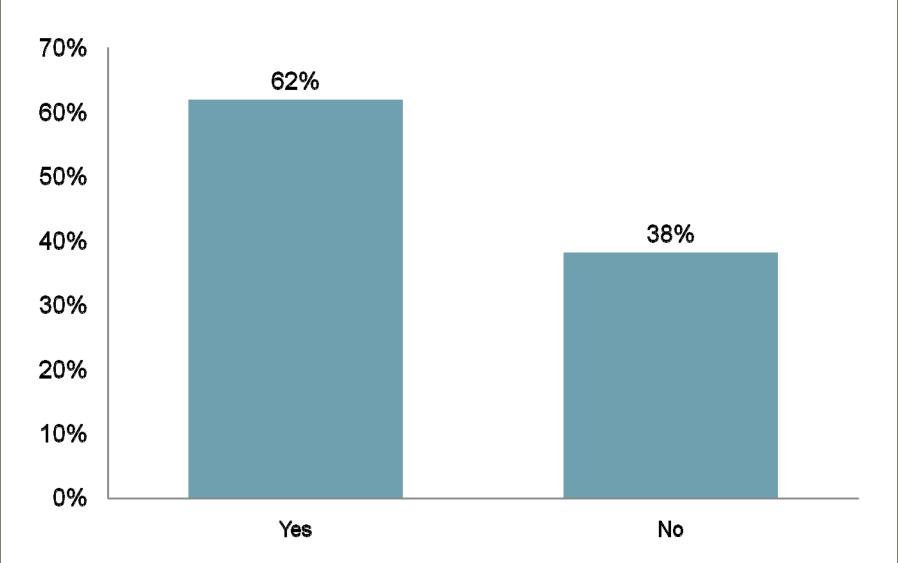
## 2. If you have run your credit report, what was your FICO score?



EXIT INTERVIEW RESULTS

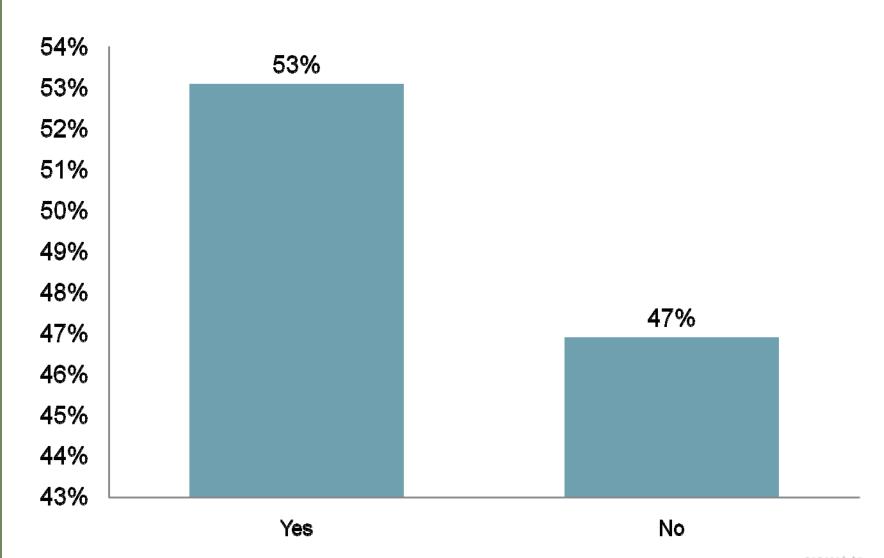
NATIONWIDE

## 3. Are you currently using credit cards?



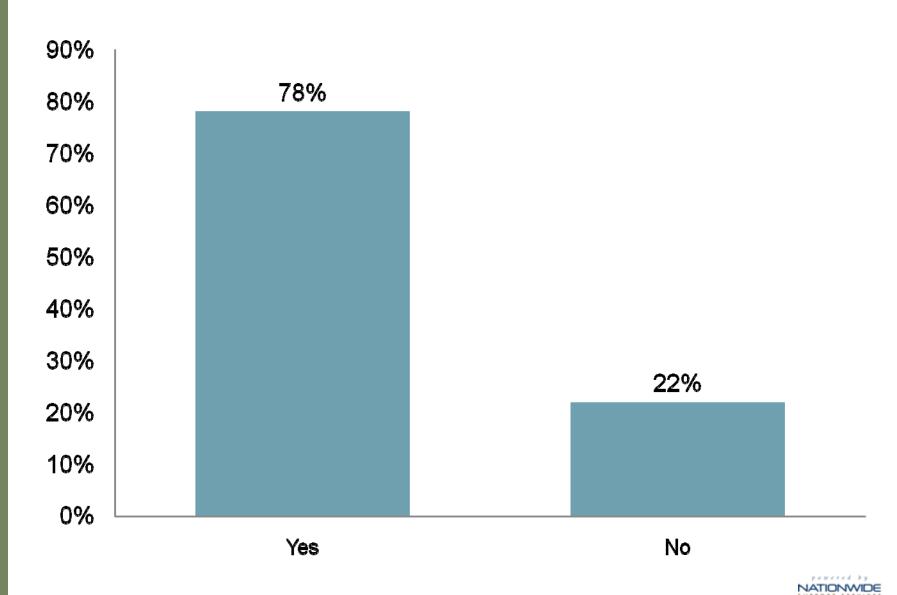


## 4. If you are using a credit card, are you currently carrying a balance?

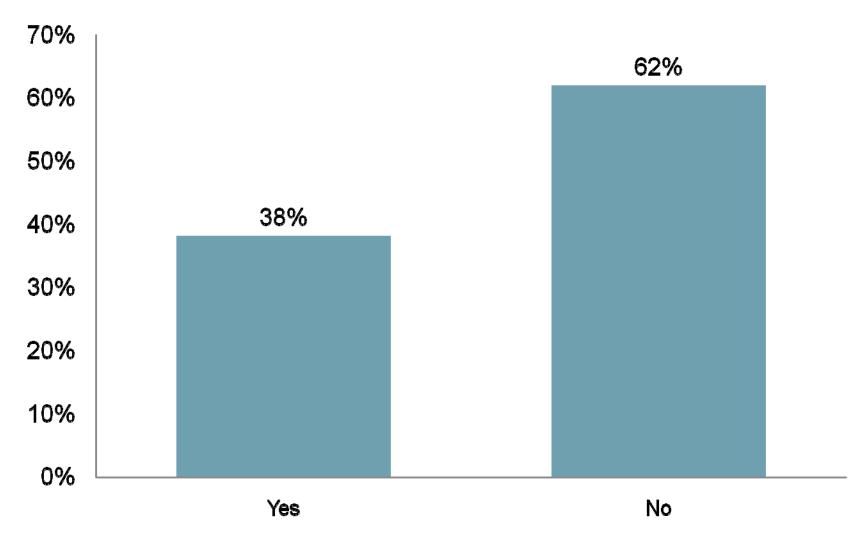


NATIONWIDE

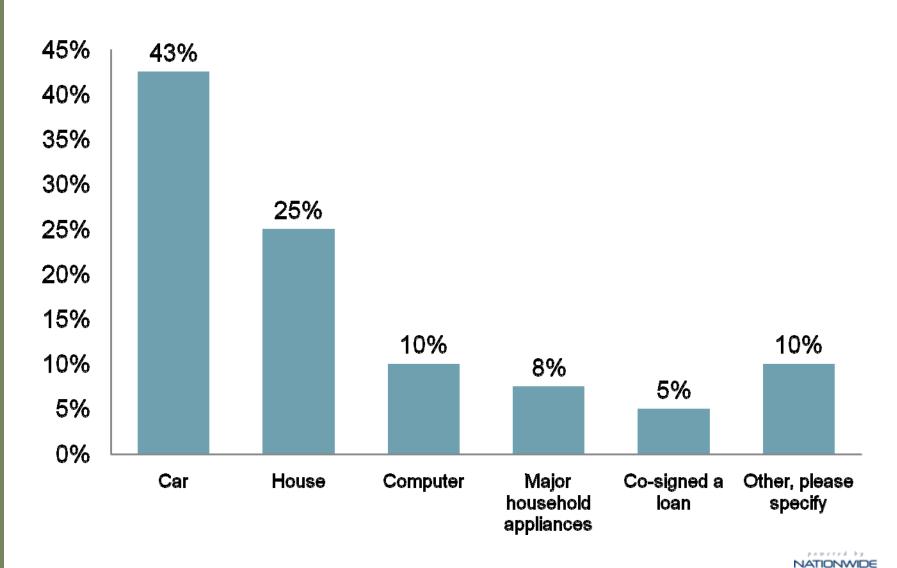
## 5. Do you have a savings or investment account?



# 6. Since completing the program, have you used credit for major purchases?



## 7. What major purchases have you made using credit?



# 7.1 Examples of purchases made if "other" was selected in question 7.

- Student loans
- Personal loans

