

Words in this [colour](#) represent a link to other information in this document. **CTRL+Click** to follow the links.

All fees are inclusive of GST, unless stated otherwise.

Item Name	Amount
Free Consult Call	\$0.00
Client Establishment Fee	\$660.00
Debt Account Set Up and Initial Arrangement Fee	
¥Per Credit Card / Personal Loan / Car Loan / Mortgage / Commercial / Credit Facility / 3 rd Party Creditor / Debt Collector / Pay Day Loan / ATO / Utility Providers / Council Rates / Timeshare / Reactivation Fee	\$110 - \$440
Monthly Management	
Per individual debt account	\$40.00
Renegotiation	
Per standard debt account	\$110.00 - \$220.00
Per complex debt account	\$330.00 - \$440.00
Serviceability Negotiation	
Per standard debt account	\$110.00 - \$220.00
Per complex debt account	\$330.00
Loan Variation	
A loan variation fee will be calculated based on the complexity and overall result of the individual negotiation conducted <u>PLUS</u> GST.	
Full & Final Settlement / Long Term Arrangement	
Negotiation Fee determined by 15% of the starting debt amount <u>PLUS</u> GST.	
Debt Waiver	
Negotiation Fee determined by 20% starting debt amount <u>PLUS</u> GST.	
Broken Arrangement	
Per renegotiation of broken arrangement	\$55.00 - \$330.00
Account Handback, Dishonour and Late Payment	
Account Handback Fee per debt account	\$55.00 - \$220.00
Account Dishonour Fees / Late Payment Fees	\$15.00 - \$55.00

Definition explanations are on the next page

¥In certain circumstances individual fees will be determined by the amount of negotiation and time required. We are open to manage additional debt accounts, not explicitly listed above; fees will vary depending on the creditor. We also consider individual circumstances and apply a fee structure accordingly.

Item Explanation

Free Consult Call

A 30-minute call, providing Debt Angel Solutions the opportunity to get an understanding of the client's individual situation and specific needs, giving the potential client the opportunity to understand more about the Debt Angel Solutions service, allowing each to assess the suitability and benefits of the service for the potential client.

During this call Debt Angel Solutions will assess the following:

1. That we can save the client more money than we cost the client.
2. That the client can and will be able to do what Debt Angel Solutions asks:
 - a. Clients must be **coachable**. Be willing to act on and listen to Debt Angel Solutions' advice. All advice is given with a view to assist the clients to transform their situation.
 - b. Clients must promise to be in / stay in **communication** to enable Debt Angel Solutions to do their job.
 - c. Clients must be **committed** to achieve the outcome.

If you agree to the commit to the 3 C's, **listed in red**, we will then discuss how we would work together, develop strategies and long-term solutions, propose timing for your "Debt Solutions Journey" and, explain how the process works. We will then go on to our next steps and fee structure.

Client Establishment Fee

An onboarding call is held, during which the client is set up in the Debt Angel Solutions Client Management System. The onboarding and establishment of a client is done over two calls, which usually takes around 90-minutes in total. Debt Angel Solutions will compile client information such as personal details, the client's story, financial details, and any other required documents which provide the information base for Debt Angel Solutions' future creditor communication and negotiation, on behalf of the client.

A Statement of Financial Position is drafted to form a clear picture of the client's current financial position. The onboarding call initiates the agreement between the client and Debt Angel Solutions, enabling both parties to commence working on the client's unique "Get Out of Debt Strategy".

The new client is issued a Case Manager, also known as a Debt Angel, who will conduct between four and eight coaching calls with the new client, in the first few of months of their "Get Out Of Debt Journey". The Debt Angel's role is to be there for the client, to answer any questions or concerns and to coach and guide the client through and out the other side of their debt situation, providing a personalised touchpoint for all communication.

Debt Account Set Up and Initial Negotiation Fee

Once established as a client, each debt is individually set up in the Debt Angel Solutions Client Management System. Clients are required to sign a Letter of Authority for each debt account, giving Debt Angel Solutions the authority to communicate with the creditors regarding the accounts, on the client's behalf.

From this point, all creditor communication is directed to Debt Angel Solutions, who become the main point of contact for the account(s). The client should no longer receive correspondence from the creditor. This gives Debt Angel Solutions the authority to negotiate directly with creditors, to get the first arrangement in place to reduce or freeze repayments, interest, fees or charges. This gives the client the space to focus on implementing their "Get Out of Debt Strategy".

The fee will be determined on, the type of debt, creditor, if it is a personal or business debt, if it is secured or unsecured, and the amount of time and complexity involved in the negotiation.

Item Explanation

Monthly Management Fee

Debt Angel Solutions continues to undertake all creditor communication and dealings, while the debt account(s) remain under the auspice of Debt Angel Solutions. This will include all correspondence, phone calls, information requests, client reviews, reminders, information updates, changes, and follow-ups.

All creditor liaison is managed by the experienced Debt Angel Solutions team and communicated to the client accordingly. The Monthly Management Fee consists of creditor debt account management and Debt Angel Solutions client account administration activities (including payment plan administration).

When the management of an account is finalised (settled, a Long-Term Arrangement or account handed back), the Monthly Management Fee will be reduced until all outstanding fees for that debt account are settled with Debt Angel Solutions. When required, a payment plan can be put in place to settle all outstanding amounts relating to the account, in a timely manner.

NB: If the monthly payments which have been agreed upon are not paid by their due date, the **late payment fee** may be applied.

Renegotiation

On a regular basis, Debt Angel Solutions reviews and updates the client's current situation and the Statement of Financial Position with the client and further refines the "Get Out of Debt Strategy". Sometimes clients need more time, or their situation has changed. At this time, if required, Debt Angel Solutions will return to the creditors and look to renegotiate a further arrangement. A **standard renegotiation** is a negotiation for a further arrangement with a view to give the client more time and opportunity to improve their current financial situation. A **complex renegotiation** is when more time and resources are required to renegotiate for a further arrangement.

Serviceability Negotiation

At times, a serviceability period is required as part of the Debt Arrangement. This means that, at the completion of an Arrangement period, the arrears may be able to be capitalised (added onto the end of the term of the debt) on the provision that the client has met all obligations and creditor criteria.

During the serviceability period, the account will be kept under Debt Angel Solutions management and Debt Angel Solutions will continue to deal with any matters that arise or negotiations that may be required to achieve serviceability. The account will be handed back to the client on completion of the serviceability period as per the [Handback](#) procedure. A **standard serviceability fee** is applied when debt account serviceability is negotiated. A **complex serviceability fee** is applied when more time and resources are required to negotiate a serviceability period.

Loan Variation

Sometimes a situation requires variation of a loan contract, to assist and maintain regular loan repayments, including but not limited to; extending the term of the loan and/or varying the payments or the interest rate.

Item Explanation

Full & Final Settlement / Long Term Arrangement

Debt Angel Solutions always looks to find a long-term solution to resolve the client's debt situation as soon as possible. Depending on the client's unique situation (e.g. circumstantial and/or availability of funds), Debt Angel Solutions will endeavour to negotiate with the creditor/s to achieve the best possible outcome. Some of these solutions include negotiating a reduced "Full & Final Settlement" or a "Long Term Arrangement", often with a reduced balance (partial debt waiver) including limited or no interest, fees or charges applied for the duration of the repayment period.

NB: If required, a Payment Plan Agreement can be entered into between the client and Debt Angel Solutions to settle any outstanding invoices, in a timely manner, in line with their "Get out of Debt Strategy".

Debt Waiver

In certain circumstances a partial or full "Debt Waiver", which is independently assessed by the creditor/s and only applicable in extreme, often tragic or unfortunate situations, can be applied to the client's debt account(s) which in turn forms part of their "Get out of debt strategy".

NB: If required, a Payment Plan Agreement can be entered into between the client and Debt Angel Solutions to settle any outstanding invoices, in a timely manner, in line with their "Get out of Debt Strategy".

Broken Arrangement

The Arrangements negotiated with creditors by Debt Angel Solutions are often conditional upon clients meeting arrangement terms, as stipulated by the creditor, including agreed payment amounts and dates. If the terms of the Arrangement are not adhered to, the Arrangement may be deemed void of "broken". Should Debt Angel Solutions be required to renegotiate the broken Arrangement, due to the client's failure to adhere to the Arrangement terms, the client may be charged a Renegotiation Fee. A **Standard Broken Arrangement** renegotiation is a renegotiation to attempt to reinstate an Arrangement. A **Complex Broken Arrangement** renegotiation is when more time and resources are required to renegotiate a reinstatement of the Arrangement, or a new Arrangement needs to be entered into.

NB: There is no guarantee that a Broken Arrangement will be able to be reinstated with a creditor.

Account Handback, Dishonour and Late Payment Fee

Should Debt Angel Solutions no longer be required to represent or manage the debt account(s), Debt Angel Solutions is required to perform an "Account Handback" procedure and off-board the account from Debt Angel Solutions management. This involves completing all work required to handback account authority and management and to report to the client the account's status. The handback fee is dependent on the type of account.

NB: A **late payment fee** of \$50 per month may be charged for outstanding amounts, not in a payment plan, paid late or dishonoured.

Item Explanation

As part of our accounting process, you are requested to advise our accounts team, if you do not have the funds in your account to honour payment being processed. We are charged a fee, from our direct debit provider for any dishonour fees, as such, if your payment to us dishonours, a \$15.00 - \$55.00 fee will be applied to your account. Please be sure to get in communication with our accounts team (accounts@debtangelsolutions.com) if you have any problems meeting your payment, we can reschedule payments as required.

Debt Angel Solutions is here to support clients and to reduce the burden of debts however, it is necessary for Debt Angel Solutions to pass on any costs borne by missed or dishonoured client payment arrangements. To avoid these costs, please make sure all Debt Angel Solutions payment commitments are met or communicated clearly with Debt Angel Solutions two (2) business days prior to the payment date so the necessary change of arrangements can be put in place to avoid unnecessary fees and charges.

Failed payments to Debt Angel Solutions may incur an administration fee to cover the rescheduling of payment arrangements and/or dishonoured payments.

Service Agreement Annotation

The provision of service by Debt Angel Solutions is subject to terms within the signed Service Agreement and further outlined in the Debt Angel Solutions Terms and Conditions.

Disclosure Statement

The services offered by Debt Angel Solutions Pty Ltd have been researched, formulated, refined, and practiced to provide professional support for those in need of assistance to manage their financial situation, based on the demands of their debts.

This is a paid service, providing ongoing support, coaching, mentoring, management, negotiation, and assistance to provide relief from debt distress and financial hardship. Debt Angel Solutions will not engage a client unless they meet the prerequisites listed in [Free Consult Call](#).

The steps taken by Debt Angel Solutions can be taken by individuals, should they choose to do it for themselves. Debt Angel Solutions has self-help resources available should a client like to learn how to do it for themselves. There are also free services and resources available to assist people with their financial situation, which are provided by the Australian Government and various charities. Anyone who would like to investigate these options can contact the **National Debt Hotline** on 1800 007 007 or visit **Money Smart**.

Debt Angel Solutions Pty Ltd (ACN 622164531) is an independently owned and operated Australian company, registered with the Australian Securities and Information Commission (ASIC), operating under Australian Credit Licence (number **532464**), to provide credit services under the *National Consumer Credit Protection Act 2009*. This document provides you with information about us and the services we provide.

Debt Angel Solutions does not receive any compensation and has no affiliations or agreements with any third party. We are here to advocate in the best interest of our client(s).

The company is a member of Australian Financial Complaints Authority (AFCA) 1800 931 678 (free call) who is the external dispute resolution provider for the Australian Finance Industry (membership number 83678).

See what people have to say about us!

Every situation is different, every creditor is different, and every person is different.

As such we deal with every situation differently.

For you to have an overview of our results and how much our service could cost you, we invite you to look at our website <https://debtangelsolutions.com/testimonials/> and view our case studies and testimonials. We are open to and invite you to raise any questions or concerns you may have, throughout your time with Debt Angel Solutions.