



Dear Ms. Rosenthal,

We are writing to thank you for meeting with us on Thursday, November 5, 2009 to discuss the debt settlement industry, and to offer two clarifications to the meeting summary which was recently posted at <http://www.ftc.gov/os/comments/tsrdebtrelief/100113communicationssummary.pdf>.

(1) On the first full page, 4th paragraph, the summary reads that “Credit Solutions has one employee for every two active customers and has two employees working on settlements for every one employee in the sales department.”

- **CLARIFICATION:** Credit Solutions has approximately two employees working on the back-end (customer service, settlement advisors, etc) for every one front-end employee. While debt settlement is a very customer-focused model, Credit Solutions does not have one employee for every two active customers. Industry standard is an average of 10 employees in an average debt settlement company to only one in a credit counseling service because of the work load to service an account during debt settlement program. Sometimes it takes 40-60 calls to get a settlement completed on one account, as documented in numerous testimonies.

(2) At the same paragraph, the summary reads that “Credit Solutions asserted that it also has a video disclosure that explains its refund policy in detail.”

- **CLARIFICATION:** The Credit Solutions video disclosure is comprehensive and covers all of the disclosures required for Accreditation by USOBA and TASC, including a detailed explanation of our refund policy.

Thank you again for taking the time to meet with us. I am, with utmost regard,

Sincerely Yours,

A handwritten signature in black ink that reads "Heather Carmichael".

Heather Carmichael
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