

# New DMP Processes and Best Practices

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- During the next 30 days, CCCSMD will be contacting your creditors to advise them that you have enrolled in the Debt Management Program (DMP). During this time, creditors will be asked to make concessions to your debt(s) by accepting a lower monthly payment and to reduce your finance charges by lowering your APR – this is called the “Proposal” process.
- The proposal process may take 30-45 days to complete. There are times during the proposal process where creditors may reject our initial proposal. We are often able to send the creditor(s) a counteroffer to obtain an accepted proposal. If the counteroffer requires an increase in payment, we will first use the funds in the cushion on your account. If the increase exceeds your cushion, we will send you an email advising you of the increase. If you receive correspondence from your creditor stating they will not accept the “proposal terms”, please immediately contact us to discuss an alternate solution.
- During the first month of your program, you may need to pay your creditors the difference between the payment on the Debt Management Program and your regular monthly payment until the proposal is accepted.
- Once the creditor accepts our proposal, they may close your account with them to ensure that no additional transactions are being made while you are on the program. You may see a fluctuation in your credit score as a result of the account closure; however, making your DMP payment on-time along with the decreasing balances tends to help increase your score over time. [Click here](#) for more information about the DMP’s impact on your credit score.
- Once there is an accepted proposal from your creditors, they will be expecting an on-time payment every 30 days. Missing multiple payments may result in the creditor(s) dropping your account(s) from the program. Please ensure that your funds are in your bank account prior to your ACH draft date. If for any reason you are unable to make your monthly payment or your payment is NSF, please email us at [info@cccsmd.org](mailto:info@cccsmd.org).
- Monthly recurring and remote ACH payments have a 4-5 business day processing time. Once the payment clears, it is disbursed to your creditors on the nearest Tuesday or

Thursday. A disbursement statement will be sent to you each time we disburse a payment to your creditors.

- You can view your program details, upload documents, and view disbursement statements in your online account! [Click Here](#) to access your online account. If it is your first time logging in to the online portal, you will need to select “Forgot Password” to reset your password. The email we are contacting you at is the email address you enter on the “Forgot Password” screen. [Click Here](#) for instructions on accessing your online account.
- We ask that you send us your current creditor statements once every 90 days. You can mail, fax, or upload your creditor statements in your online portal.
- For questions or updates on your program, please email us at [info@cccsmd.org](mailto:info@cccsmd.org).