

# 2008 annual report



## **Our Mission**

To educate Canadians in personal money management and the wise use of credit, and to help individuals and families find solutions to their financial difficulties through unbiased counselling and debt repayment alternatives.

CELEBRATING **TWELVE YEARS** OF HELPING CANADIANS



**CREDIT COUNSELLING  
SOCIETY**

The Non-Profit Debt  
Solutions Service

**NoMoreDebts.org**

# from the president

Never before in our history have we experienced a year like 2008. The need for our services in the second half of the year reached extraordinary levels, and I am pleased to report that our team of professionals truly answered the call. As you review this annual report, you will see how we responded to the thousands of individuals and families who came to us for assistance. **99% of all clients who received credit counselling, personal budgeting assistance or attended a workshop and completed our online satisfaction survey last year, report that they would recommend our service to other people.**

In 2008, we expanded our telephone counselling services, educational information and online chat service to provide greater flexibility and assistance to Canadians throughout Western Canada. We continue to work proactively with financial institutions and other lenders to find solutions for consumers who need our help. We will work hard to help homeowners who are experiencing financial difficulty keep their homes instead of being forced to sell in a declining market.

We know how hard it can be to ask for help. In an age where many organizations have forgotten the true value of providing the personal touch in a timely manner, we are pleased to report that almost all consumers and clients who contacted us by telephone last year were able to speak to one of our friendly and helpful staff in less than 8 seconds.

We anticipate that the problems experienced by Canadians will regretfully continue to rise in 2009. We will continue to respond by adding staff and resources. We will also introduce new services to encourage consumers to address their credit and money problems

at an earlier stage of difficulty. Working with existing community partners, and developing new relationships, will allow us to reach more people. Above all else we remain committed to providing quality service that provides lasting value to our clients and their families.

We have recently completed our accreditation self study and on-site evaluation through Credit Counselling Canada, the national association of not-for-profit credit counselling agencies in Canada. Our accreditation will validate that our organization embraces industry best practices and standards in the following areas:

- Program Delivery – counselling services and education
- Organizational Integrity – board governance
- Financial Stewardship – fiscal responsibility
- Human Resources – treating all with fairness and respect
- Risk Management – safeguarding our organization

This means that Canadians who contact the Credit Counselling Society can be assured that they will be helped by a highly trained and engaged team of professionals.

We extend our sincere thanks and appreciation to the credit granting community whose continuing support makes it possible for us to be here during these economically challenging times. Without your support, we would not have been able to reach out and help the thousands of individuals and families who turn to us for assistance through in-person and telephone credit counselling and consumer education.

**Scott Hannah**  
*President & CEO*

**99%** of all clients surveyed report they would recommend our services to others.



# client profile



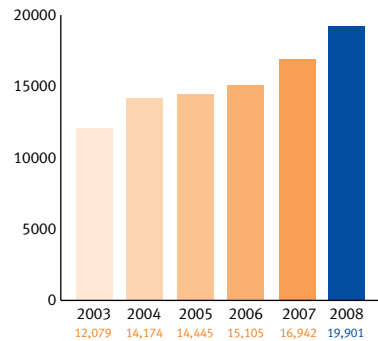
Average age	41
Female	55%
Male	45%
Single	41%
Married, domestic partnership	37%
Separated, widowed or divorced	22%
Average number of dependents	1
Average outstanding debt	\$30,530
Average number of creditors	7
Average gross monthly income	\$3,104
Housing costs as a % of net income	38%

*"Working with you really changed my world. I was at a difficult place when I called CCS and was so relieved after our first conversation."*  
 – SAM, CLIENT

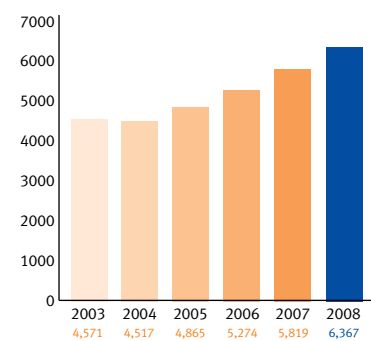
*"I would have been there much sooner if I had known the people involved were so helpful and understanding."*  
 – ALEX, CLIENT

*"I found it very beneficial & it had some very helpful hints that I can put into practice right away." "I thought this was one of the best 1 hour presentations I've ever attended!"*  
 – STAFF AT YVR, VANCOUVER AIRPORT AUTHORITY, FOLLOWING A LUNCH & LEARN

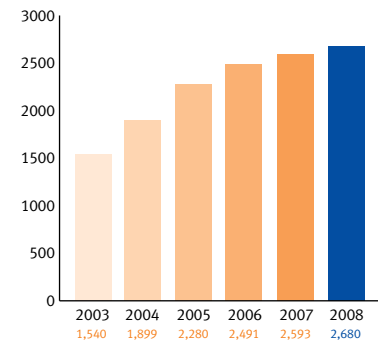
Number of Clients Served



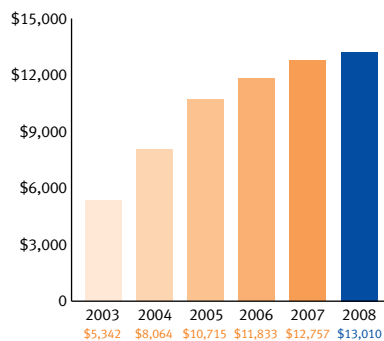
New Credit Counselling Sessions



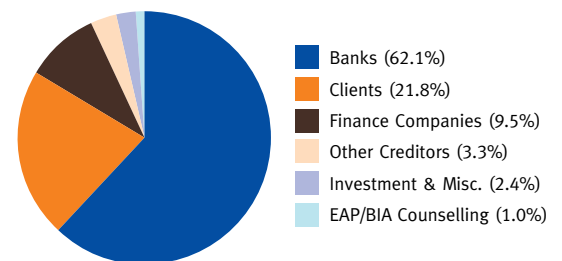
Clients on Debt Mgmt. Programs



Funds Disbursed to Creditors (\$000)



Contribution Sources



# from the board chair

**WOW** – Professionalism continues to be the trademark of CCS, contributing to our client growth remaining strong again this past year. The latest in technology provides the access window for our clients to obtain our services through counselling appointments, telephone inquiries, online chat requests, the CCS web site, email inquiries and workshop presentations.

Consistently 80% of our clients successfully complete their programs. Our client surveys have been our report card with 99% of them stating they would recommend our services. Since 1996 we have consistently received 19% of our total referrals from former clients. This past year our Outreach Workshops reached some 2800 attendees, distributing in excess of 10,000 pieces of educational material.

The **WORLD** now knows of the success of CCS through our participation this past September at the *International Symposium on Credit and Credit Counselling* in Cambridge, England. This would not have happened without the professional approach that our associates work to achieve. The Board thanks each and everyone for the continued dedication to **Our Vision, Our Mission and Our Values**.

In closing I would be remiss if I didn't express a sincere thank you to our **Stakeholders**. Working together as partners continues to bring exciting results and this past year is no different. With your cooperation, we've been able to start repayment of 7000 debts. The challenge ahead is to revitalize a staggering economy; cooperation is more vital than ever before. CCS looks forward to your ongoing valued association.

**Howard Biccum**  
*Board Chair*

## Board of Directors

**Howard Biccum**  
*Board Chair*  
Public Member

**Michele Coleman**  
Canadian Banker's  
Association Representative

**Norm Klatt**  
Credit Union Representative

**Kim LaBreche**  
*Chartered Accountant*  
Public Member

**Don Risk**  
*Lawyer – Retired*  
Public Member

**David Sale**  
*Instructor & Certified  
General Accountant*  
Post Secondary Institutions

**Leslie (Skip) Triplett**  
*Consultant*  
Public Member

**Mari Worfolk**  
*Lawyer*  
Public Member

**Scott Hannah**  
*Secretary*  
President & CEO, CCS

## Our Services

- Confidential credit counselling services
- Toll free telephone counselling and information services
- Debt repayment and settlement programs
- Educational workshops on personal money management and resolving debt problems
- Credit and money management publications
- Online assistance and information
- Referrals to other community and professional services

Credit Counselling Society is the operating name of the Credit Counselling Society of British Columbia. We are a non-profit charitable organization and a founding member of Credit Counselling Canada (CCC) a national association of non-profit and Orderly Payment of Debt credit counselling agencies. Our Counsellors help thousands of Canadians each year to find solutions to their debt and money problems and regain financial stability.

For further information about our services and programs please contact:

**Scott Hannah**, President & CEO  
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Toll free: 1.888.527.8999 ext. 211  
E-mail: [Scott@nomoredebts.org](mailto:Scott@nomoredebts.org)

**Julie Jaggermath**, Director of Education  
Telephone: 604.636.0219  
Toll free: 1.888.527.8999 ext. 219  
E-mail: [Julie@nomoredebts.org](mailto:Julie@nomoredebts.org)

## Office Locations

**Head Office & Toll-Free  
Telephone Counselling Centre**  
Columbia Sky Train Station Building  
330 – 435 Columbia Street  
New Westminster, BC V3L 5N8

**Abbotsford**  
209 – 2316 McCallum Road  
Abbotsford, BC V2S 3P4

**Kelowna**  
230 – 1855 Kirschner Road  
Kelowna, BC V1Y 4N7

**Nanaimo**  
203 – 335 Wesley Street  
Nanaimo, BC V9R 2T5

**New Westminster**  
330 – 435 Columbia Street  
New Westminster, BC V3L 5N8

**Surrey**  
101 – 15399 102A Avenue  
Surrey, BC V3R 7K1

**Vancouver**  
600 – 890 West Pender Street  
Vancouver, BC V6C 1J9

**Victoria**  
547 Michigan Street  
Victoria, BC V8V 1S5

**Winnipeg, Manitoba**  
200 – 5 Donald Street  
Winnipeg, MB R3L 2T4



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