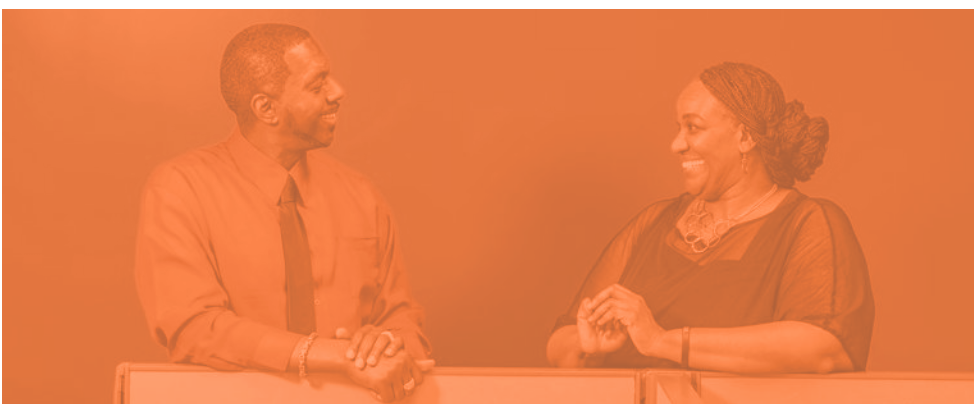
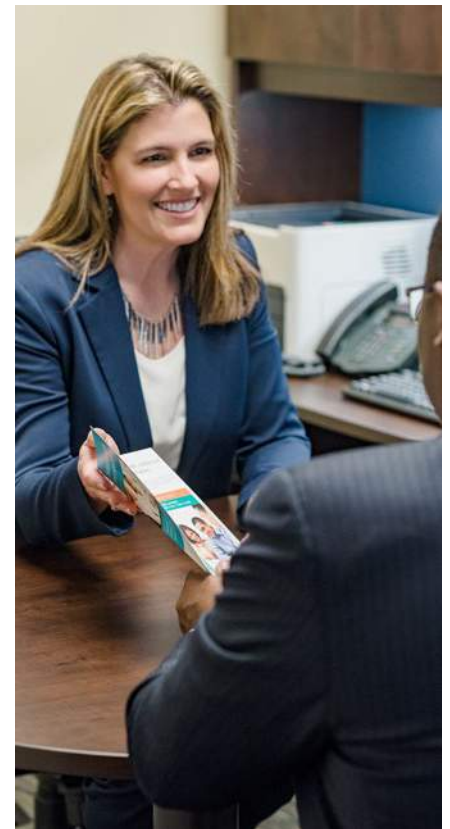




# Changing How America Overcomes Financial Challenges

2019 ANNUAL REPORT



[MoneyManagement.org/AnnualReport](https://MoneyManagement.org/AnnualReport)



### Vision

MMI will be the partner consumers trust to help them maintain a life of financial wellness.



### Mission

Improving lives through financial education.



### Purpose

Helping consumers create, restore, and maintain a life of financial wellness.

# About Us

## Our Values

- INNOVATION
- COLLABORATION
- RESPONSIVENESS
- EMPATHY
- ADVOCACY
- CONFIDENTIALITY



**14** year average tenure



**20+** programs



**10** brands



**40+** sites in 30 states



**800+** partners



**100+** funders



**60+** year legacy



**98.8%** client satisfaction

# President's Message



As I write this message, our world is facing one of the most devastating events of our lifetime. Beyond the threat of illness, the coronavirus pandemic is creating incredible emotional strain and financial worry. I understand how frightening and uncertain life seems right now as our country takes unprecedented action to suppress the virus and recover from its impact.

Money Management International (MMI) has been on the front lines of every financial crisis our country has experienced over the last six decades. During the credit and foreclosure crisis of the Great Recession, we helped hundreds of thousands find their way forward and resolve their debt and housing-related challenges. We have deep experience responding to disasters, and our legacy has prepared us for what lies ahead.

In 2018, as part of our business continuity planning, we ran a disaster simulation based upon a pandemic scenario.

We also dealt with a very real disaster when Hurricane Harvey hit Texas in 2017, dislocating our headquarters and affecting many of our employees. These experiences helped us put our COVID-19 response into action with confidence and decisiveness. Most notably, we quickly transitioned our counselors to work from home to ensure they remain healthy and available to assist consumers when they need us most.

Our Project Porchlight disaster recovery program has seen an exponential increase in volume, both from our partners and directly from consumers seeking the help they need to withstand recent events. We also continue to meet with clients whose concerns are compounded by regional weather-related disasters, including earthquakes, tornados, and flooding. We are incredibly fortunate to have the support of partners like Fannie Mae and MetLife Foundation as we transition Project Porchlight to assist those impacted by COVID-19.

MMI exists to serve as an ally, an advocate, and a resource for those experiencing financial challenges. Armed with decades of experience, our experts are empathetic and skilled in all facets of economic crisis recovery. We will meet the financial counseling needs of consumers during this crisis in the months – and perhaps years – ahead. While we are hopeful for a best-case scenario, MMI will be there for those who need us no matter how disruptive it becomes.

I am very proud of the accomplishments detailed in this report, but even more so of the dedication and care displayed by our employees and partners as we work to overcome this difficult time. We will get through this together, emerging stronger than ever and better prepared for our future.

A handwritten signature in black ink that reads "James D. Triggs". The signature is written in a cursive, flowing style.

**Jim Triggs**  
*President & CEO*

# Key Audiences

- Debt and Credit Challenged
- New, Aspiring and Struggling Homeowners
- Active-Duty Military and Veterans
- Low and Moderate Income Households
- Seniors and Retirees
- Hispanic Communities
- Students and Education Loan Borrowers
- Disaster Survivors
- Disabled Beneficiaries



RHONDA, MMI CLIENT



BEATRIZ AND RAYMOND, MMI EDUCATORS



## Spotlight on Housing

In 2019, MMI expanded Project Porchlight disaster recovery coaching to anyone impacted by natural disasters throughout the United States. While this free program addresses a variety of challenges, most survivors

face barriers to repairing, rebuilding, or relocating their home. Engaging with Project Porchlight provides survivors with a personalized plan for their unique needs and a fast-track to full recovery. By year's end, Project Porchlight received hundreds of calls and improved the lives of clients across ten disaster-prone states. Learn more at [porchlight.org](https://porchlight.org).

# Reach

million  
webpage  
views

6.3

\$295,000,000  
total unsecured debt repaid

2,100

beneficiaries  
provided  
professional  
financial care  
and support

calls, texts and chats

804,542

595,953

individuals had  
access to financial  
wellness resources

received college  
planning, financial  
aid, and loan  
management services

620,000

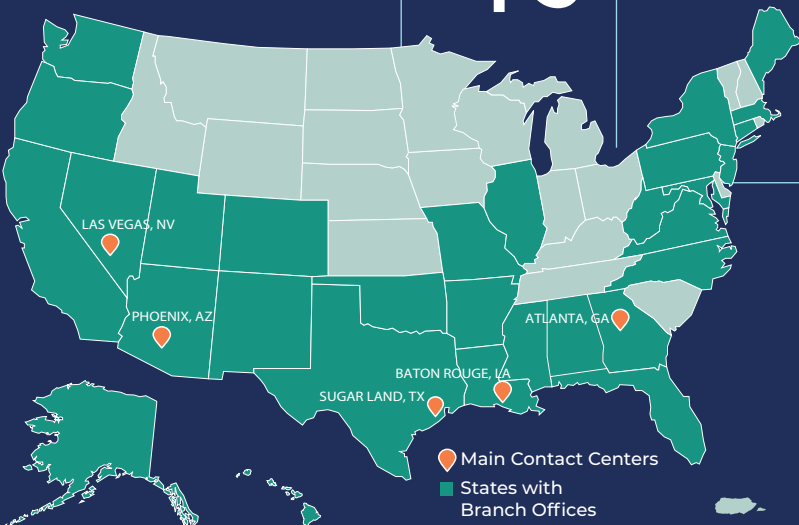
152,898  
counseling sessions



43,798

reached through  
educational programs

Counseling is available 24 hours a day, 7 days a week online and by telephone so no matter where you live or what time of day, our counselors are here to help. If you prefer to meet face-to-face, we offer branch offices in 30 states.



# Partnering for Success

## OUR PARTNERS



MMI's legacy of collaborative partnership represents millions of consumer interactions and decades of evolution. In 2001, MMI launched its first foreclosure prevention pilot with Fannie Mae, marking the start of significant expansion into housing counseling and B2B relationships. Today, MMI is a proud partner to some of the country's most respected brands. From venerable banking institutions to innovative startups to international foundations, aligning with MMI enables solutions to be quickly scaled and effectively delivered - reaching consumers when and where they need them most.

Learn more: [moneym.org/partner](http://moneym.org/partner)

With the expansion of Project Porchlight, MMI is creating a space where individuals from low- to moderate-income households can build resilience, helping to preserve the possibility for long-term financial health in the face of inevitable disasters.

SARAH WILLIS  
MetLife Foundation

MMI & USAA - SAN ANTONIO



MMI & CITI - ATLANTA



MMI & FANNIE MAE - HOUSTON

# Making Life Affordable

## IN 2019

**74,000**

HOUSEHOLDS  
RECEIVED DMP  
SUPPORT

**\$295M**

IN DEBT REPAID BY  
DMP CLIENTS

**\$12,000**

AVERAGE SAVED  
THROUGH REDUCED  
INTEREST RATES

**62 points**

CREDIT SCORE  
INCREASE AFTER  
24 MONTHS ON DMP

## Debt & Budget Counseling

While many of our services are delivered to consumers through partnerships, one of our largest programs is directly available to anyone seeking solutions to their financial challenges. Better yet, it's available at no cost and accessible **24/7 by phone and online**. Personalized debt and budget counseling includes a thorough assessment and an action plan to overcome short-term setbacks and build towards long-term goals.

- MMI provided Debt & Budget Counseling to over **68,000 individuals and families** in 2019.
- We **improved our primary website** with an emphasis on the consumer's journey, raising organic visitors to our largest referral source.
- We **modified our web-based counseling application** in order to make the process more intuitive.
- Consumers who received counseling from MMI **improved their long-term financial health**, with a 37-point increase in credit scores after two years.

## Debt Management Plans (DMP)

MMI can consolidate a consumer's unsecured debt into a **single payment that fits their budget**. These plans include special creditor concessions to make repayment faster and more manageable.

- In 2019, we helped over **74,000 individuals and families repay nearly \$295 million** in debt.
- Clients reduced their interest rates to an average of just 7.3%, **saving at least \$12,000 in interest** during the course of repayment.
- Our debt management plan was **recognized as one of the most accessible and affordable** in the industry by Nerdwallet, a leading personal finance site.
- We continued **testing solutions for consumers** unable to afford the payment of — or challenged with a type of debt not eligible for — a traditional debt management plan
- Clients **increased their credit score** by 62 points after two years in our debt management plan.



BRIANNA, MMI CLIENT

*I couldn't be happier with this service. Very accommodating and customized my debt management plan to fit my needs. My credit score has also risen substantially in just a few months. I definitely recommend!*

—  
BRIANNA, MMI CLIENT

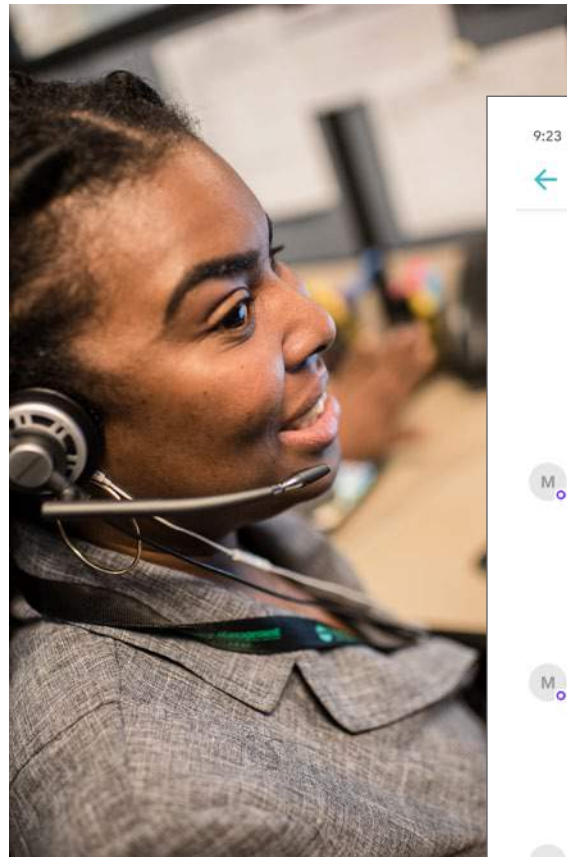


# Innovating Our Approach

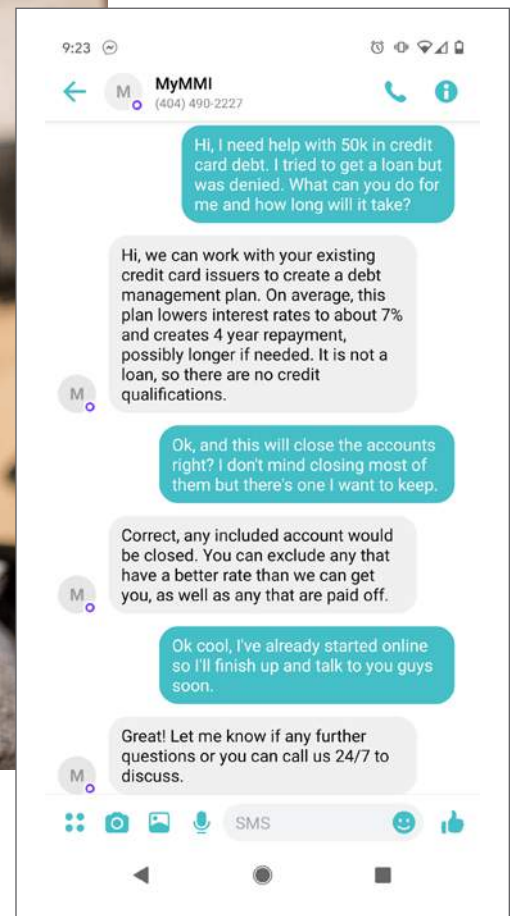
## OUR INITIATIVES



As an industry leader, MMI is committed to serving consumers' financial needs through bold IT enhancements. **Virtual counseling** will enable consumers to understand their options, receive recommendations, and enroll in services entirely online – choosing if, and how, they speak with a counselor. **Enhanced communication solutions** incorporated into MMI's existing telephony system will allow calls, chats, texts, and email to flow through a single omnichannel platform, improving our clients' experience and providing greater choice in how we interact. **Expanded solutions for indebted consumers** will include growth of partial-repayment options as well as extended debt management plans. This flexibility will increase our capability to customize repayment options that meet consumers where they are.



LASHAUNE DAVIS, MMI COUNSELOR





# At MMI We:

**EMPOWER** individuals to identify goals that matter to them, take action, and overcome obstacles that stand in their way.

**STABILIZE** households in distress by providing direct, immediate guidance and creating ongoing financial wellness.

**STRENGTHEN** communities by helping consumers recover from major setbacks and reducing community-wide ripple effects.

**RESPOND** to emerging issues with new programs developed by experts and delivered when they are needed most.

**SUPPORT** fresh starts by enabling families to put difficult challenges behind them and prepare for the future.

**PROVIDE** senior-oriented solutions in order to help older Americans make the most of their available funds.

**ASSIST** underserved communities through specialized programs tailored to the unique needs of at-risk populations.



TEMIKO GREEN,  
MMI LEARNING & DEVELOPMENT

# Hispanic Centers for Financial Excellence

## IN 2019



693

ONE-ON-ONE  
SESSIONS



1,406

WORKSHOP  
PARTICIPANTS



48

COMMUNITY  
EVENTS

Exploitation. Discrimination. Limited English proficiency. Financial disadvantages. Many Latinx Americans face these challenges on a daily basis and are therefore less inclined to use mainstream financial services or seek advice from reputable sources. Immigrants in particular may lack familiarity with American financial conventions, further excluding them from opportunities that could improve their financial health.

**The Hispanic Centers for Financial Excellence (HCFE) help Latinx consumers understand and engage the financial system** in a safe, affirming, and culturally adaptive environment. Supported by 60 years of experience delivering financial crisis counseling to some of our community's most financially vulnerable, the HCFE is uniquely suited to serve the needs of Latinx Americans in pursuing their goals. In tailoring our expertise to this community, we bring them out of the shadows and introduce them to opportunities that forever change their lives.

*Before I came to the HCFE I felt like I was in quicksand; wasting my time and energy getting nowhere with my finances. I am grateful because this program has helped me improve my own credit score, and here in the U.S. good credit is as important as having cash.*

Read Diana's story:  
[moneym.org/diana](http://moneym.org/diana)



HCFE – NORCROSS, GEORGIA

Through analyzing best practices, survey results, and barriers to receiving service, the HCFE has made award-winning innovations in program engagement. HCFE advisors have empowered thousands to increase their financial understanding, improve their outlook, and reach their dreams.

Learn more: [moneym.org/HCFE](http://moneym.org/HCFE)

# Military Support

## IN 2019



105

COMMUNITY  
EVENTS



3,240

SERVED  
IN-PERSON



7,700

SERVED  
ONLINE



1,121

LEARNING  
MODULES  
COMPLETED

Since 2012, **Military Reconnect** has proudly served over **30,000 military service members**, solving the critical issues facing them and their families. Whether active-duty, transitioning, retired, or a surviving family member, there are a myriad of unique circumstances that come with military service.

For those in the military, it can be difficult to “reconnect” after a career in the armed forces. Transition to civilian life comes with a new set of responsibilities, norms, and routines. Active-duty benefits may no longer be available, while relocations and spousal employment can create

additional complications. As a result, veterans often combat financial challenges during and after transition.

At MMI, we are dedicated to helping service members and their families reconnect to the life of financial stability they deserve. **Military Reconnect** provides free in-person outreach, online learning communities, and counseling resources to help service members achieve their goals. Leveraging our expertise and relationships, we create tailored partnerships tackling the areas of greatest need.

Learn more: [moneym.org/recon](http://moneym.org/recon)

We proudly partner with the following Veteran Service Organizations:



PATRICIA, MMI CLIENT

I talk with my teenage daughter about money all the time now. I try to make her very money-conscious because I didn't have anyone talking to me about finances when I was her age. Ever since this experience, I've been very proactive about teaching her about money, and I know she'll be better equipped than I was.

Read Patricia's story: [moneym.org/patricia](http://moneym.org/patricia)

# Senior and Student Wellness

## SENIOR PROFILE

67

YEARS OLD

\$19

MONTHLY SURPLUS

\$20,948

UNSECURED DEBT

-\$2,654

NET WORTH

### Seniors

Kathryn, 89, was referred to MMI after defaulting on her property taxes and insurance. Linda Mitchell, a 25-year veteran at MMI, assisted Kathryn and determined that she had fallen victim to multiple scams, losing a half-million dollars and putting her home at risk of foreclosure. Kathryn told Linda that a man was going to pick her up and take her to the bank to “work it out”. Alarmed, Linda asked Kathryn to get her family involved, but she refused. Linda contacted Adult Protective Services, who dispatched a social worker to Kathryn’s home to advise her of the danger and inform her family. Despite living nearby, Kathryn’s family was completely unaware, but are now working together towards a solution thanks to Linda’s timely intervention.

In 2019, **37% of clients receiving financial counseling from MMI were seniors** in, or approaching, retirement. Our senior-focused partnerships include:



Fannie Mae



### Students

We serve the needs of students from pre-college through completion of their loan repayment by offering a suite of college planning, financial aid, and loan management services. In 2019, our Mapping Your Future division **provided over 600,000 students with unbiased education and counseling** to help them understand the student loan process. In addition, we help educational institutions enhance default prevention plans and provide beneficial opportunities to guide their students to financial success while supporting their mission.



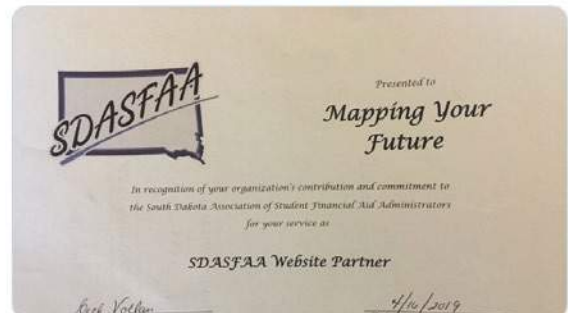
Mapping Your Future @MYFinc · Jun 28, 2019  
How much you'll really pay for that student loan  
[@moneymanagement](#)



How much you'll really pay for that student loan  
Those who graduate college with student loans owe close to \$30,000 on average, according to the most recent data from the Institute for Colleg...  
[apnews.com](#)

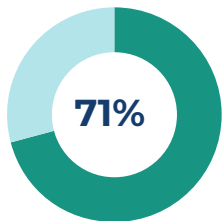


Mapping Your Future @MYFinc · Apr 19, 2019  
Mapping Your Future was recognized this week at the South Dakota Association of Student Financial Aid Administrators conference. :-). Thanks to all the wonderful people who we get to work with and who make SDASFAA such a great organization! #financialaid #award @moneymanagement

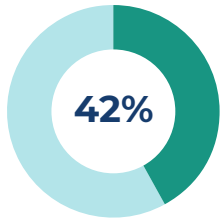


# Post-Disaster Recovery

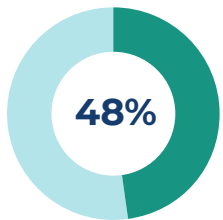
## \*DISASTER SURVIVOR RESEARCH



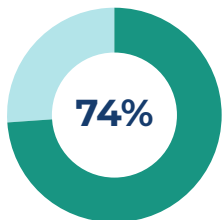
EXPERIENCE FINANCIAL BURDENS AFTER DISASTER



INCUR OUT-OF-POCKET RECOVERY EXPENSES



TAP SAVINGS OR RETIREMENT TO RECOVER



NEED THE SUPPORT OF PROJECT PORCHLIGHT

\*2019 Harris Poll

On November 8, 2018, the most destructive wildfire in California's history ravaged the community of Paradise. Within hours, Camp Fire destroyed 19,000 buildings, caused over \$16 billion in damage, and took 85 lives.

Linda, 66, is a survivor whose home of 23 years was in the wildfire's path. Three days after evacuating, Linda learned her house was a total loss. She received photos showing only her brick chimney intact. The fire had turned everything else to ash.

Linda called **Project Porchlight** and reached Jasmin Fox at MMI. Jasmin completed an assessment with Linda to understand her challenges and create a personalized action plan. With Jasmin's help, Linda received funding to repair her damaged septic system. She also applied for a construction loan to supplement her insurance.

The guidance delivered by Project Porchlight helped Linda make significant progress towards her goal of rebuilding in Paradise. Beyond that, Jasmin's ongoing check-ins with Linda will ensure she's aware of future recovery resources.

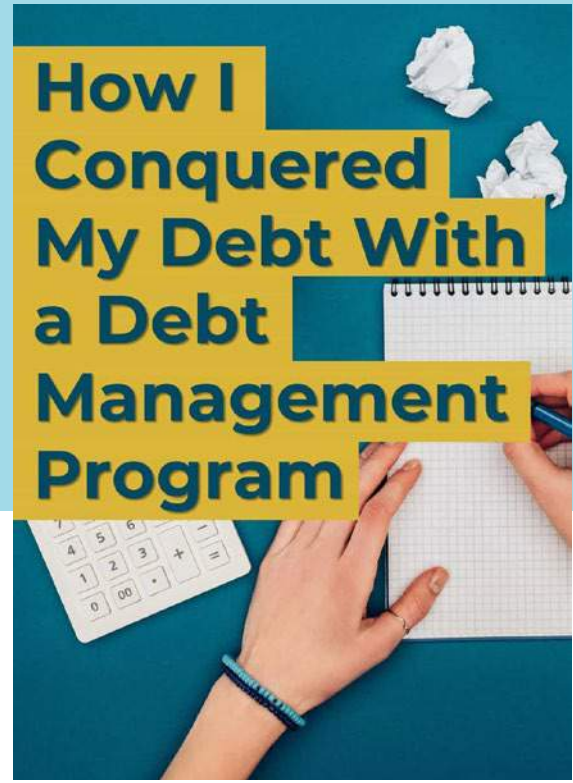
Read Linda's story: [moneym.org/linda](https://moneym.org/linda)



LINDA, MMI CLIENT

# What Others Are Saying

@SMARTMONEYMAMAS



## APPEARANCES



*"This changed our lives."*

## REVIEWS



## RECOGNITION

- 
**2019 Innovative Practices Award Finalist**  
 Council On Accreditation  
 Hispanic Centers for Financial Excellence
- 
**2019 Gulf Coast Regional Finalist**  
 EY Entrepreneur of the Year  
 Ivan Hand, MMI President & CEO (Ret.)
- 
**2019 AIRS Accreditation**  
 Alliance of Information and Referral Systems  
 Nevada 2-1-1, powered by MMI

Board of Directors

**Jim Triggs**

President & CEO  
Money Management  
International

**Karen D. Ancillai**

Chairman  
Ancillai Solutions, LLC

**Douglas K. Durnin**

(Retired) Brian Harris  
Chrysler/Jeep

**Elizabeth M. Hotze**

CWS Corporate Housing

**Greg McBride**

Bankrate, Inc.

**Manuel Mario Perdomo**

Truist Bank, South Florida

**William A. Pupo**

(Retired)

# Thank You

**2019 Major Contributors** Includes grants, contributions, and fair share

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**\$1 MILLION OR MORE**

Bank of America	Nevada Department of Health and Human Services:	SunTrust Foundation
Capital One	• Director's Office	Synchrony
Chase	• Division of Public & Behavioral Health	U.S. Department of Housing and Urban Development
Citibank	• Maternal Child Health	
MetLife Foundation	• Office of Community Partnerships and Grants	

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**\$500,000 – \$999,999**

American Express	Nevada Attorney General
Discover	Wells Fargo

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**\$250,000 – \$499,999**

Barclays Bank Delaware	U.S. Bank
Comenity Bank	

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**\$100,000 – \$249,999**

Citi Development	Target
Kohl's	USAA Savings Bank
OneMain Financial	

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**\$50,000 – \$99,999**

First Premier Bank	Navy Federal Credit Union
Merrick Bank	Nordstrom National Credit Bank
MGM Resorts Foundation	

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**\$25,000 – \$49,999**

COUNTRY Financial	Seventh Avenue Inc.
Credit First National Association	State Farm Bank
Gwinnett County CDBG (HUD)	U.S. Department of Justice – Office on Violence Against Women – PADV
Portfolio Recovery Association	

# Our Story

The history of MMI is the story of people helping people. Throughout our 60-year heritage, our purpose has been leading people from all walks of life through economic challenges, and bringing them to a safer, more comfortable place.

As a nonprofit, we strive to deliver this aid without bias, without restriction, and without judgment. We exist to serve the families and individuals who need us. Their prosperity is our success.

We deliver our positive money messages to millions of consumers in financial transition each year. We hope you will join us as we provide crucial solutions to everyday challenges and improve lives through empowering sound financial choices.

BEATRIZ MAUERSBERG,  
MMI EDUCATOR

