



# REPAYING DEBT AND CREDIT COUNSELLING

## - WHAT YOU NEED TO KNOW

Please read, sign and keep a copy of this page for your records.

### Know your consumer rights

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- You cannot be charged fees until you start making payments to your creditors.
- You have the right to cancel the contract for any reason within 10 calendar days of entering into it. To cancel:
  - 1) Tell the company in writing (by email, mail or fax). The address is at the bottom of this page.
  - 2) Keep a copy to provide proof of the date you gave notice.

### What to consider before you sign the contract

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- A credit counselling or debt repayment program may not be right for you. There are other ways you could pay off your debts, such as negotiating a repayment plan with your creditors on your own.
- Not completing the repayment program may lower your credit rating or credit score. Your credit rating is used by lenders and creditors, insurance companies, landlords and potential employers to assess applications for items such as loans, lines of credit, credit cards, insurance, apartment rentals and employment.
- Credit counselling organizations may receive funding from your creditors in support of their not-for-profit activities.

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### Contact information:

Company name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Registration number: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

I have read this document: \_\_\_\_\_

Consumer's signature

Date

Ontario's Collection and Debt Settlement Services Act requires this information to be the first page of any debt settlement/credit counselling contract.

**Consumer Protection Ontario** is an awareness program from Ontario's Ministry of Government and Consumer Services and other public organizations that promote consumer rights and public safety. You can learn more about your consumer rights or file a complaint with the ministry about a business by contacting us at:

Ontario.ca/consumerprotection | 416-326-8800 or 1-800-889-9768 | TTY: 416-229-6086 or 1-877-666-6545