# Disclosure Statements

- **Services**

Navicore Solutions one-on-one counseling and group education services are available in-person, via phone or virtually from our twelve branch offices located in Manalapan, NJ; Hammonton, NJ; Dallas, TX; Peoria, IL; Bensalem, PA; San Diego, CA; Stamford, CT; Henderson, NV; Roseville, MN; and Raleigh, NC.

Navicore provides HUD-approved housing counseling services, including pre-purchase, non-delinquency post-purchase, rental, foreclosure prevention, and disaster recovery counseling. We also offer reverse mortgage and reverse mortgage default counseling. Our services help clients improve credit, budget effectively, understand housing options, avoid foreclosure, recover from disasters, and make informed homeownership decisions with the goal of promoting long-term housing stability and financial security.

Additionally, Navicore offers HUD-approved group education on key topics: Pre-purchase education covers budgeting, credit, financing, home search, and closing. Foreclosure prevention focuses on loss mitigation and delinquency solutions. Financial management builds skills in budgeting, credit use, and savings. Disaster recovery education includes relief programs, repair guidance, scam prevention, relocation vs. repair decisions, and emergency preparedness.

- **Funding Sources**

Funding sources received by Navicore Solutions for the provision of its services come from the following sources:

  - Monthly service/maintenance fees and a one-time enrollment/initial fee from clients currently or previously enrolled in our Debt Management Program. These funds are used to help defray administrative costs of the DMP and are not fees for counseling.
  - Voluntary Creditor Contributions received from creditors as dictated by their guidelines, including Fair Share that averages 4.5% for participating creditors.
  - Grant related funding for financial education and counseling and other program services. After completing counseling/coaching the client receives a written action plan consisting of recommendations for handling their finances, including referrals to other agencies as appropriate.
  - HUD funding, GSE, servicer funding, special program funding from BALANCE and the California Housing Finance Agency for the provision of housing counseling, and New Jersey Housing and Mortgage Finance Agency and New Jersey Department of Consumer Affairs administrated programs.
  - Counseling fees associated with our bankruptcy counseling, bankruptcy education, budget counseling, HECM counseling and pre-purchase counseling programs.

Navicore Solutions does not pay or receive compensation or other consideration for the referral of debtors to or by Navicore Solutions. Navicore Solutions is a 501c(3) non-profit organization.

- **Complaint Resolution**

Navicore Solutions is committed to providing all clients with high quality services. However, if you are not satisfied with the services received and would like to submit a complaint, please click the following link regarding Navicore Solutions' complaint resolution policy, which outlines the steps for doing so: https://staging.myflylight.com/media/41128/crp.pdf

- **Credit Report Impact**

  - **Budget and credit counseling services** do not pose a negative impact on a consumer's credit score.
  - If the consumer enrolls in a **Debt Management Program**, a notation may appear on the report that the consumer is making payments through a 3rd party. That notation is noted at the discretion of the lender. While enrolling in a Debt Management Program does not have a negative impact on a consumer's credit score, if the terms of the payment amount and timing of payments are not adhered to, the credit score could be negatively impacted.
  - **Bankruptcy** does negatively impact a consumer's credit report. The bankruptcy notation will remain on the report for a period of up to 10 years.

- **Cost of Services**

Navicore Solutions may charge an initial counseling fee for budget counseling not to exceed $50.00, or an amount permissible by state law. If a counseling fee is paid, the enrollment fee for the Debt Management Program will be waived.

The following services are separate and distinct from the Debt Management Program and not required for enrollment. The cost of bankruptcy counseling and bankruptcy education services provided by Navicore Solutions to individuals is not to exceed $50.

The cost of HECM counseling services is not to exceed $175. Payment may be made by phone, check, or money order. No individual will be refused counseling if they demonstrate the inability to pay, due to income level and/or hardship situation. Additionally, the fee for the pre-purchase counseling program will not exceed $150, and the fee for the student loan counseling program will not exceed $125.

- **Debt Relief Options**

Our agency is an advocate of financial education for the community at large and our focus is to provide various services in order to meet the needs of consumers. Our goal is to help the community and our clients achieve and maintain financial stability. These relief options can include but are not limited to; Housing Counseling, financial education, working directly with the creditors, enrollment into a Debt Management Program, student loan counseling, HECM counseling, pre-purchase counseling and attorney-assisted options such as Bankruptcy. For information relative to other debt management service providers, please visit the NFCC website at www.nfcc.org.

- **Privacy Disclosure**

Please visit https://staging.myflylight.com/media/41126/ps.pdf for details regarding Navicore Solutions' Privacy Policy.

**Clients are under no obligation to receive any other services offered by Navicore or its partners.**