



2024 Annual Report

ACCC strives to empower consumers to regain control over the quality of their lives through financial education, counseling, and debt management.





Board of Directors

John Sergi, Chairman

James Currie, Co-Chair

Donald Fradette

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Lilian Rojas

Garrett Schubert

Joseph Stasio

ACCC Credentials

- Nonprofit 501c(3) organization providing consumer education and credit counseling services nationwide
- Member of the National Foundation for Credit Counseling (NFCC)
- Counselors certified by the National Foundation for Credit Counseling
- Accredited Business through the Better Business Bureau (BBB) with an A+ rating
- Boston Globe Top Places to Work for 2022
- Winner of "Best of BBB Award" for 2021, 2022, & 2023
- HUD Approved Housing Counseling Agency
- COA Approved Credit Counseling Agency
- ACCC is licensed, registered, and bonded as required to do business in all 50 states

Letter from the President

Dear Friends and Supporters,

As we close out 2024, I am honored to reflect on another impactful year for American Consumer Credit Counseling. With unwavering commitment to our mission—to empower individuals and families to regain control of their financial lives—we have continued to expand our reach, deepen our impact, and innovate the way we serve.

This year, more than ever, Americans faced growing financial pressure: persistent inflation, high-interest debt, and a cost of living that outpaces wage growth. At ACCC, we responded by doubling down on what we do best—delivering compassionate, effective debt management and financial education services that meet people where they are, and help them move toward long-term financial freedom.

Highlights of 2024

- **Client Impact:** We helped over 62,501 individuals and families reduce their debt and take meaningful steps toward financial stability.
- **Education & Outreach:** Our financial education efforts reached over 3,094 people through webinars, community events, and digital resources. We strengthened partnerships with employers, municipalities, and community-based organizations to ensure financial literacy is accessible to all.
- **Innovation in Service Delivery:** 2024 marked the successful launch of new digital tools that improved client engagement and made our services more efficient. Whether through online counseling, mobile access to resources, or enhanced self-service options, we made it easier than ever for clients to take control of their financial journey.
- **Strategic Partnerships:** We expanded key relationships with creditors, Employee Assistance Programs (EAPs), banks, and credit unions, enabling us to connect with individuals at critical moments and offer timely, effective solutions.
- **Commitment to Mission:** Every decision we made this year was guided by our values and nonprofit purpose. Our team—driven by empathy and excellence—worked tirelessly to ensure we serve not only more people, but the right people: those struggling with unsecured debt who are ready to take the first step toward lasting change.

Letter from the President

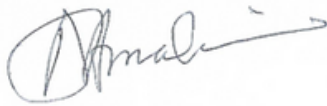
Looking Ahead

As we look to 2025, we are focused on deepening our impact through strategic growth. We will continue to invest in technology, expand our national footprint, and ensure our programs evolve alongside the needs of the communities we serve.

None of this would be possible without the extraordinary people behind our work: our staff, board of directors, community partners, and supporters. To all of you, thank you for believing in our mission and for standing with us in this important work.

Together, we are not just reducing debt—we are rebuilding hope, restoring stability, and redefining financial futures.

With gratitude,
Allen Amadin
CEO & President



ACCC History & Vision

Founded in 1991, American Consumer Credit Counseling (ACCC) is a nonprofit 501(c)3 organization, offering confidential consumer credit counseling services, debt consolidation, debt management, budget counseling, bankruptcy counseling, housing counseling, and financial education to consumers nationwide. ACCC is a leader in the credit counseling industry and has national counseling experience.

ACCC is dedicated to helping people regain control of their finances and plan for a debt-free future. Our professionally trained and certified counselors assist individuals in all of their financial needs and provide a plan of action to address their financial situation.

ACCC is a member of the National Foundation for Credit Counseling (NFCC), is accredited by the Council on Accreditation (COA), and is accredited by the Better Business Bureau with an A+ rating.

Our Vision

We envision a world where every individual has access to the knowledge and resources required to conquer financial challenges and fulfill their aspirations. We are committed to fostering a sustainable financial future that ensures the legacy of knowledge, freedom, and opportunity for generations to come.



Core Values

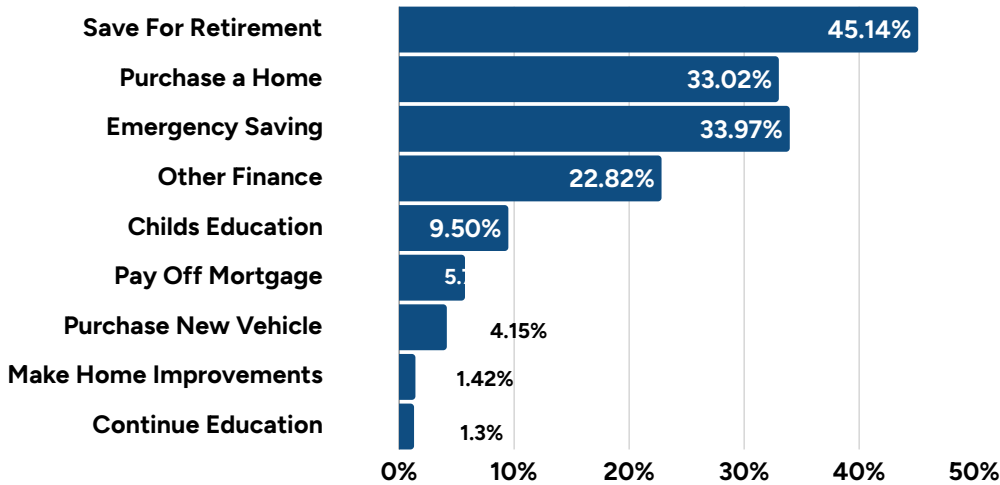
ACCC is guided by a set of core values that form the foundation of our organization's mission and principles. These values, collectively encapsulated by the acronym F.A.C.E., reflect our commitment to excellence and integrity in all that we do:

- **Financial Empowerment** -Our focus is NOT just on solving immediate financial issues we want to equip people with the tools and knowledge they need for long-term financial stability. This also extends to EMPOWERING by teaching them how to solve problem
- **Above All Else, Customer Satisfaction** – Our top priority is ensuring that clients are satisfied with the services, information and support we provide
- **Collaboration and Teamwork** – We believe that the best outcome is achieved when we work together.
- **Ethical Practices, Unwavering** - Our Commitment to ETHICS Shapes every Aspect of our Operations, including our interaction with Consumers and Employees
- **Diversity, Equity, and Inclusion** – We are dedicated to fostering a workplace that embraces diversity, promotes equity, and ensures that all individuals, regardless of their background, have equal access to opportunities and resources

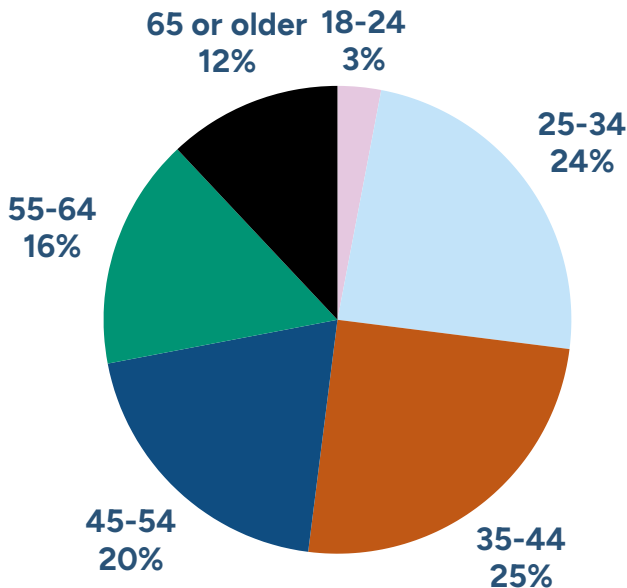


Client Profile

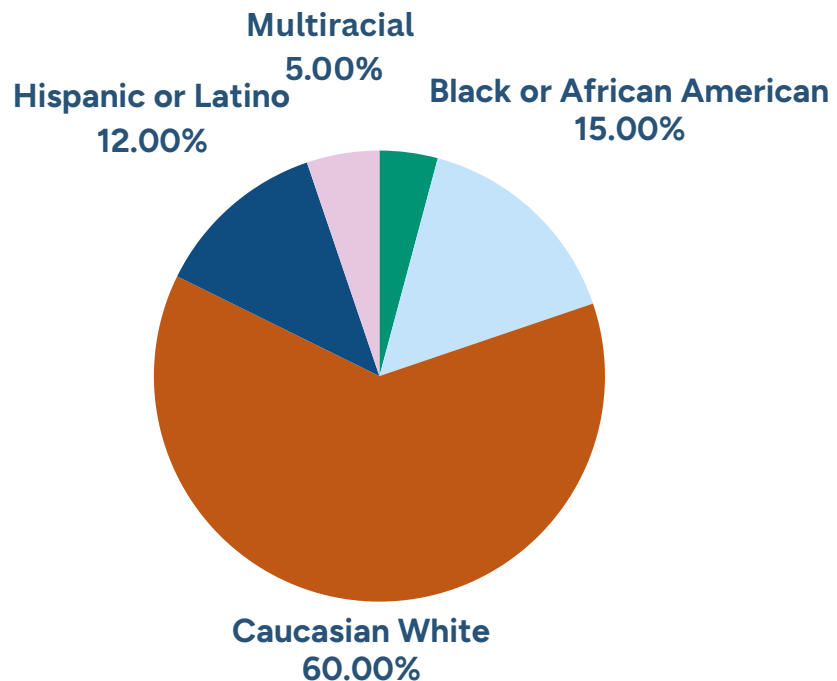
- Average Annual Household Income: \$72,680
- Average Unsecured Debt: \$26,335
- Average Number of Creditors: 5
- Average Length of Time in the DMP: 30 Months
- Average Number of People in Household: 2.3
- Average Age: 45

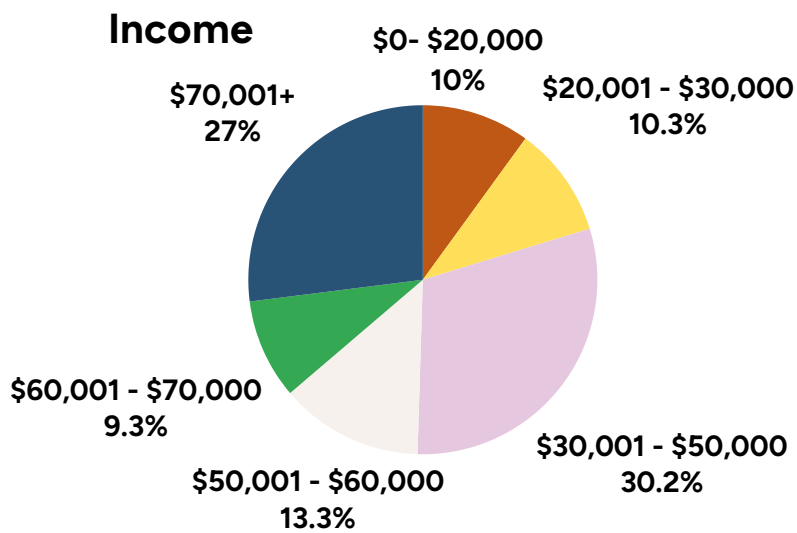


Age



Race





62,501 people received budget, credit and debt counseling.



3,094 people received community financial literacy.



4,184 people paid off \$96,181,134.77 in debt and completed the DMP.



Collectively, our clients paid off \$191,257,429.83 in debt.



848 people received reverse mortgage counseling.



89 people became first time home buyer ready.

2024 Financials



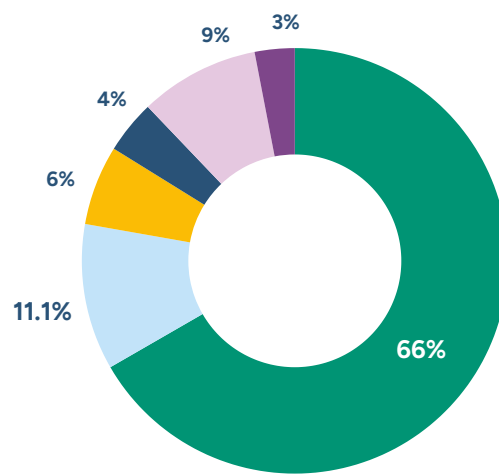
I've been using ACCC for the last several years and I absolutely love this program! It has helped so tremendously with managing debt without destroying my credit in the process. Jassira was kind, patient and helpful. Wonderful experience. Thank you!

Shawn
Arizona



Thank you, so much, for the options you provided! Now I feel reassured and confident going forward with this project. You listened carefully to my concerns and gave a lot of guidance, so it wasn't as scary as I had expected! Thank you, so much, Michael!

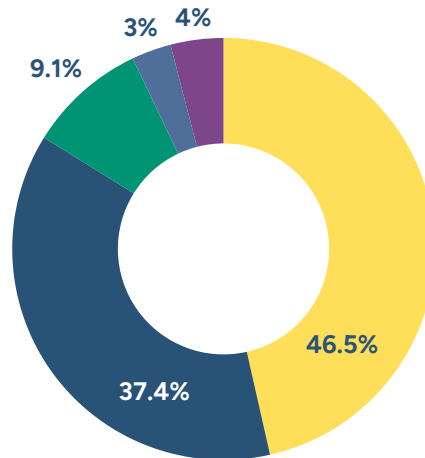
Florence
California



Expenses Breakdown

Total Expenses:
\$16,170,314

- Personnel
- Marketing, IT, Travel
- Operating
- Depreciation
- Dues & Other Fees
- Occupancy



Revenue Breakdown

Total Revenue:
\$18,345,204

- Fair Share
- Grants
- Enrollment Fees
- Maintenance Fees
- Investment Income

2024 By the Numbers

- Issued 435 Pre-filing bankruptcy certificates and 96 Post-filing bankruptcy certificates
- Conducted 848 HECM sessions
- Answered 27,371 telephone calls
- Conducted 25,455 counseling sessions
- Provided 169 Financial Literacy Workshops
- Taught Financial Literacy workshops to 2,181 attendees

Community Partners

ACCC works with over 102 community partners in New England and around the country. We provide workshops and financial education materials at no charge to the consumer.

- Bedford Veteran Affairs (VA)
- Brockton Veteran Affairs (VA)
- Community Teamworks
- DC Department of Insurance, Securities and Banking (DISB)
- DeKalb School District
- Gloucester Housing Authority
- Henry Ford College
- Jewish Vocational Service (JVS)-Boston
- Leumas Group
- Mass Hire Boston/ Metro West
- Manchester Veteran Association (VA)
- Mass Hire Boston/ Metro West
- Milford Bank
- Needham Housing Authority
- NeighborWorks Housing Solutions
- Rollstone Bank
- Illumination Foundation
- Saheli Boston
- SCORE-Small Business Association



Quality Objectives/PQI (Average)

80% of clients that contacted ACCC were provided a balanced budget to adhere to.

80% of clients remained in the Debt Management Program for one year or more.

83% of surveyed clients saw an increase in their credit score while working with ACCC.

70% of surveyed clients were able to begin saving money while working with ACCC.

99% of surveyed clients were satisfied with ACCC's level of professionalism and courtesy.



Reviews

ACCC has over 37,000 positive Google reviews, 1473 BBB Reviews with 4.98 A+ rating, and has a total of 479 Facebook reviews with 4.9 average stars.

Google Reviews

My experience with American Consumer Credit Counseling (ACCC), particularly through the support of Tuneka, was outstanding. Tuneka offered personalized advice with empathy and understanding, making the daunting journey towards financial stability seem manageable. Her expertise in financial strategies and credit improvement was evident, providing a clear path tailored to my situation. Tuneka's encouragement and professionalism were remarkable, instilling confidence and demonstrating a genuine commitment to my success. Her ability to simplify complex concepts into actionable steps was invaluable. I am deeply appreciative of the outstanding service and support provided by Tuneka and ACCC, setting a high benchmark for customer service excellence. -Antonio F.

First things first - George was amazing!!! Today I hit my rock bottom and decided to make the call I had been dreading for months. Boy am I glad I did!! From the moment George came on the line, until the docs were signed and we hung up, it felt like I was talking to a friend. He listened to my rants and raves, and genuinely gave a damn unlike other companies I had spoken with. After a very long and hard conversation, George matched me with the ACCC program. He walked me through every step and made sure I understood EVERYTHING 100%. Am I debt free today? No. Will I be? Yes. George and the ACCC Debt Management Program will have me debt free in just a few years, compared to the 40+ years it would take me on my own. I am so happy I made the call and can rest easier knowing ACCC is in my corner. -Christopher S.



Better Business Bureau Reviews

Outstanding customer service and care - staff extremely knowledgeable and helpful. I am so fortunate to have this service as my stress level has been extremely high and my hope for a positive outcome quite dim. I now have hope that my financial situation will improve. -Catherine O.

It took me 5 years and alot of money to finish my program but I did it!! Joining this program, saved me boatloads of interest as well as boatloads of headaches. They were very responsive whenever I needed to speak with anyone Hopefully I will never need them again, but I have recommended them to many others in need. -Debra D.



Facebook Reviews

This was an extremely wonderful experience for me. I have just paid off the second of two balances. I feel wonderful! Everyone was always extremely helpful and made it very easy to complete the time to make payments. I would highly recommend this to anyone wanting to get a handle on their debt! -Debora B.

Excellent Customer Service, very knowledgeable, personable, and helpful. I highly recommend these counselors and American Consumer Credit Counseling, Inc. - Joan T.

Creditor Contributions

ACCC works with hundreds of banks nationally.
Below are some of the banks we work with.

- First National Bank
- American Express
- Bank of America
- Capital One
- Chase
- Citibank
- Comenity Bank
- Synchrony Bank
- US Bank
- Wells Fargo



Statement of Thanks

ACCC extends its sincere gratitude for the support offered by all of our contributors and the local community organizations that allow ACCC to fulfill its mission and vision of empowering consumers and developing a greater community of financial responsible individuals and families who will thrive for years to come.

ACCC also wishes to thank its board members who volunteer their time throughout the year and offer their expertise and wisdom to help us to achieve our goals, making ACCC the premier credit counseling organization in the industry.

