ATTENTION CLIENTS WHO ARE CLAIMING ZERO INCOME OR ARE BEING SUPPORTED BY AN OUTSIDE HOUSEHOLD SOURCE:

STATE GUIDELINES REQUIRE THAT WE RECEIVE THE FOLLOWING FROM THE OUTSIDE HOUSEHOLD SOURCE:

1. A DATED WRITTEN STATEMENT THAT INCLUDES:
   A. THE NAME, ADDRESS, PHONE NUMBER AND SIGNATURE OF THE INDIVIDUAL SUPPORTING THE HOUSEHOLD
   B. THE AMOUNT(S) AND THE FREQUENCY OF ASSISTANCE (WHO, HOW MUCH, HOW OFTEN)
   C. IF THE CUSTOMERS BILLS ARE PAID DIRECTLY TO THE CREDITOR, PROOF OF CANCELLED CHECKS AND RECEIPTS ARE REQUIRED
   D. IN ORDER TO DETERMINE IF AN AMOUNT IS A LOAN THE FOLLOWING MUST APPLY
      1. LOAN FROM INSTITUTIONS: THE CUSTOMER MUST PROVIDE A STATEMENT FROM A LENDING INSTITUTION (BANK, CREDIT UNION OR FINANCE COMPANY) WHICH SHOWS AMOUNT BORROWED, PAYMENT AMOUNT, INTEREST AND FINANCE CHARGES.
      2. LOAN FROM INDIVIDUALS: THE CUSTOMER MUST PROVIDE A NOTARIZED STATEMENT WHICH INCLUDES THE AMOUNT BORROWED, PAYMENT AMOUNT, INTEREST AND FINANCE CHARGES AND PROOF OF PAYMENTS MADE.

2. A PREVIOUS YEAR FEDERAL TAX RETURN OR NON FILING TAX TRANSCRIPT.

IF THE CUSTOMER IS UNABLE TO PROVIDE THIS DOCUMENTATION THEN THE CUSTOMER MAY HAVE TO RESCHEDULE THEIR APPOINTMENT.