2015 Annual Report
Springboard Offices

CALIFORNIA
- Los Angeles County
- Orange County
- Riverside County
- San Diego County

ARIZONA
- Maricopa County

FLORIDA
- Seminole County

MARYLAND
- Montgomery County

MASSACHUSETTS
- Middlesex County

NEVADA
- Clark County

NEW MEXICO
- Bernalillo County

SOUTH CAROLINA
- Richland County

TEXAS
- Bexar County
Table of Contents

President's Message ................................................. 4
Company Overview .................................................... 5
2015 Counseling and Education Stats ......................... 6
Springboard Solutions LLC ......................................... 7
Financial Literacy Education ....................................... 9
Military Outreach .................................................... 10
S.E.R.V.I.C.E. ...................................................... 11
Bea Cortes Counselor of the Year Award ....................... 12
Board of Directors .................................................. 13
Top Contributors ................................................... 14
President & CEO’s Message

“When you’re finished changing, you’re finished.”
– Benjamin Franklin

Change is good. It’s also often hard. But to succeed in our business, or any business for that matter, you must run toward it to remain viable. Benjamin Franklin once said, “When you’re finished changing, you’re finished.” Benjamin Franklin may not have been an entrepreneur by trade, but his words echo today more than ever before.

For Springboard, no statement has been more relevant, which is why our focus for 2015 has been centered on our transformation for the years to come. We believe not only do we need to stay in step with the consumer and the marketplace, but that it is our fundamental commitment and obligation to stay ahead. You can choose to change with the times, take advantage of new opportunities in your industry in order to better serve consumers, or, you can fight the changes, refuse to adapt and grow, and watch everything you tried to accomplish likely perish.

We choose to change and grow, which is why in 2016, you will not only see a new look and feel of our organization, but also how we deliver our newly expanded services, how we interact with the consumer, and how they are now able to interact with us. From technology to training, customer interaction and newly expanded services, we are changing to better serve our clients; past, present, and future.

Imagine a knowledgeable and trusted advisor or coach, working on your behalf, for all things of a personal financial nature. Someone that gives you guidance and choices, not for our benefit, but to better equip you to make the decision(s) you need to make. Ultimately helping you achieve financial independence. That is who we are at our core and who we will remain to be.

Since clients already trust us to provide them with the core financial coaching services of education, fulfillment and service delivery, and affordable multi-family housing, it makes a lot of sense that the next service we will be adding to our lineup is providing access to home mortgages, with a focus on special home loans for first-time buyers.

We look forward to helping families achieve their dream of homeownership, and overcome the wealth gap that exists for many underserved communities. We consider this to be the cornerstone of our transformation, and coupled with our existing lines of services, will enable us to give our clients the best customer experience in our industry. We have worked hard this year to achieve these goals, and we look forward to providing opportunities for families to purchase their first home, while increasing and preserving homeownership opportunities for underserved families.

Warmest Regards,

Todd Emerson
President and CEO
Company Overview

Springboard Nonprofit Consumer Credit Management, Inc. (“Springboard”) is an IRS 501(c)(3) nonprofit public benefit corporation founded in 1974, whose mission is dedicated to strengthening communities and improving the lives of consumers by offering services that promote financial literacy, sustainable housing and a healthy economy.

Throughout the nation, Springboard has touched the lives of over 4 million individuals and families with personal financial education and assistance in credit counseling, housing counseling and debt and money management through seminars, workshops, educational materials and programs, financial counseling, and a variety of services that help empower Americans remain financially viable.

Springboard is accredited by the Council on Accreditation, signifying the highest standards for agency governance, fiscal integrity, counselor certification and service delivery policies. The organization is a United States Department of Housing and Urban Development (“HUD”) approved housing counseling regional intermediary and a member of both of the nation’s largest and oldest industry trade associations, the Association of Consumer Credit Counseling Agencies and the National Foundation for Credit Counseling where our counselors receive designation as certified housing counselors. Springboard is committed to educating all individuals without judgment or regardless of their economic status, and helps low-to-moderate income families become self-sufficient and financially independent.

The agency’s public awareness initiatives are designed to provide members of the community with educational information and focus on access to the highest quality financial education and counseling services.

“When Springboard is a premier housing and credit counseling agency. As a nonprofit organization, we understand the importance of fiscal responsibility that permits our agency to continue delivering services to individuals and families nationwide.”

Joanne Cordero, Springboard’s Chief Operations Officer
2015 Counseling and Education Stats

Springboard’s counselors provided financial and budget counseling to more than 49,000 individuals in 2015. Springboard’s highly trained team of financial coaches provided assistance to consumers nationwide in the areas of foreclosure prevention, consumer credit and debt, reverse mortgage, bankruptcy pre-filing and debtor education.

Springboard’s education and community outreach counselors conducted financial literacy workshops in-person with mostly low-to-moderate income households on topics including, budgeting, money management, understanding credit reports and scores, and identity theft prevention. The team delivered interactive workshops to youth and adults combined.

As the community has come to rely on Springboard, we’ve expanded the ways consumers can reach us nationwide. Through Springboard’s Financial Instructional Training “FIT” Academy, the agency’s new e-learning portal, consumers nationwide signed on to gain important financial knowledge.

Celebrating Employee Anniversaries
At Springboard, our greatest asset is our people. Our team of dedicated professionals is committed to providing meaningful service every day. The consumers we serve remain at the center of our focus, but it is our people who make possible the high level of support we provide. Our team truly wants to provide quality service and do good work every day.

Pictured: Todd Emerson (left) and the executive committee are honored each month to celebrate the employment anniversaries of the Springboard associates.
Springboard Solutions LLC
People, Process, Systems...

Springboard Solutions LLC was established in 2010 as a full service entity providing outsourced services to government agencies, nonprofit organizations, and financial institutions assisting families and individuals who need help.

Today, Springboard Solutions has grown to more than 270 associates working on various programs for a diverse portfolio of clients. Our goal is to provide every client with efficient and effective outsourced solutions coupled with robust reporting and quality control.

The California Housing Finance Agency (“CalHFA”) was our first client and continues to be our largest project. Springboard Solutions is pleased to help the State of California rank first among the 18 Hardest Hit Fund® states in the total number of homeowners assisted and total funding allocated through the United States Treasury program.

EXPANDED SERVICE
We expanded our client roster and enhanced our services to deliver scalable high quality services.

<table>
<thead>
<tr>
<th>Program</th>
<th>Client</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keep Your Home California</td>
<td>CA Housing Finance Agency</td>
</tr>
<tr>
<td>Nevada Hardest Hit Funds</td>
<td>NV Affordable Housing Assistance Corporation</td>
</tr>
<tr>
<td>Arizona Hardest Hit Funds</td>
<td>AZ Department of Housing</td>
</tr>
<tr>
<td>Fannie Mae</td>
<td>Homeownership Preservation Foundation</td>
</tr>
<tr>
<td>Freddie Mac</td>
<td>Homeownership Preservation Foundation</td>
</tr>
<tr>
<td>Home Means Nevada</td>
<td>NV Attorney General</td>
</tr>
<tr>
<td>Keep Your Home New Mexico</td>
<td>NM Attorney General</td>
</tr>
</tbody>
</table>

Solutions continues to find new ways to deliver outsourced services to government and financial institutions. This matrix is an overview of the programs, clients and services provided.
IMPRESSIVE RESULTS

Our associates strive to deliver high impact, high quality results. We are pleased to celebrate the following results for 2015:

✓ Call Center Services – handled over 536,188 inbound calls to assist financially distraught consumers

✓ Document Services – processed over 6 million documents and compiled over 193,298 workout packages for distressed mortgages

✓ Eligibility Services – reviewed documents and Hardest Hit Fund® program criteria to decision over 21,000 files

✓ Software Services – provided software for the Hardest Hit Fund® and Attorney General Settlement programs

With an experienced management team and proven processes and systems, Springboard Solutions is just getting started. We will continue to expand our services, impress our clients and exceed industry expectations. Count on it.

Jamie Deason, Springboard’s Senior Vice President of Operations, and Springboard Solutions LLC’s Program Director
Financial Literacy Education

Empowering Lives Through Knowledge...

During and shortly following the financial crisis families struggled to stay in their homes, pay back debt, and put aside savings. In the aftermath of the Great Recession, consumers are still recovering and in dire need of financial guidance and education. As a result, a dialogue has been opened from the local to the national level about the need for increased financial literacy understanding in this country. Springboard has responded by seeking new methods and opportunities to educate more youth and adults on basic financial concepts.

In 2015, Springboard’s team of certified financial educators presented 197 interactive seminars and workshops and educated 2,479 youth and adults on various financial topics, including basic budgeting, understanding credit reports, and using credit wisely. The team traveled throughout Southern California (and beyond) delivering presentations to wide ranging community organizations, military personnel and their families, and the faith-based community. In addition to face-to-face group presentations, Springboard provides nationwide web-based education through its Financial Instructional Training (“FIT”) Academy. This portal is available to consumers 24/7 and can be accessed from any mobile device, approximately 3,241 consumers signed on to gain important financial knowledge. In total, the team provided free financial education to 5,720 consumers.

MILITARY OUTREACH

Springboard has a long history of working with all branches of the military and the veteran community at all levels. Springboard is a certified USA Cares military housing specialist organization. In 2015, Springboard had the honor of supporting Military Saves Week (part of America Saves) at U.S. Marine Corps Camp Pendleton.

(continued)
Financial Literacy Education

MILITARY OUTREACH (continued)

In 2015, Springboard continued as a briefer for the command financial specialist program, and Transitional Assistance Program (TAP) for those transitioning from military service. Springboard has been repeatedly invited back to speak to service members and veterans on important financial wellness topics from Springboard’s curriculum, including: budgeting perspectives, improving credit and debt management, identity theft prevention and awareness, pre-purchase home buyer education, and the necessary steps in exercising their option to work with lenders to reduce the risk of foreclosure, including the warning signs for foreclosure rescue scam artists that claim to be helping families save their homes.

Springboard’s President and CEO, Todd Emerson, served honorably in the United States Marine Corps. Emerson became a war veteran, having served in Kuwait for the first Gulf War in Operations Desert Shield and Desert Storm.

Springboard’s programs have made a positive difference in our military community and veterans’ lives.
S.E.R.V.I.C.E.

Integrity, Quality, Excellence, Compassion

Springboard’s S.E.R.V.I.C.E. Committee is comprised of volunteer team members who are dedicated to making a difference in the community above and beyond their day-to-day job responsibilities at Springboard. S.E.R.V.I.C.E. stands for Springboard Employees Recognize Volunteerism In our Community & Environment. The committee reflects Springboard’s core values – Integrity, Quality, Excellence and Compassion.

The S.E.R.V.I.C.E. Committee participated in the 24th annual Children’s Hospital of Orange County Walk in the Park.

For the past five years, the committee has coordinated the purchase and delivery of new backpacks and school supplies for needy students receiving assistance from Family Development Programs in Riverside and San Bernardino County. During the holidays, the committee has helped put a smile on children’s faces by partnering with the U.S. Marine Corps Reserve Toys for Tots program to collect new, unwrapped toys for children living in Southern California’s Inland Empire Region.

The S.E.R.V.I.C.E. Committee has coordinated the Annual Back Pack Event, and served 250 students this year. The poster board on the left is where Springboard associates adopt students from Kindergarten through High School grades who are in need of backpacks and school supplies for the new school year.
Bea Cortes Counselor of the Year Award

“Our people improve the lives and financial well-being of individuals and families by providing access to quality financial education, counseling, assistance and affordable housing.”

Since 2010, Springboard has named its Counselor of the Year award in memory of Bea Cortes, a financial counselor who exemplified Springboard’s core values of Integrity, Quality, Excellence and Compassion.

Erika Ruelas, this year’s honoree, has been with the agency since 2007, when she started as a Client Services Representative.

Erika builds a strong rapport with seniors through her patience, kind heartedness and empathy. She frequently receives words of appreciation from her clients.

Erika has demonstrated the ability to lead by example amongst the Reverse Mortgage team. She masters policies and procedures and quickly implements them into her counseling as well as with being a strong resource to others. Erika is a ‘go to’ person and her feedback is instrumental to ensure efficiency in our day to day processes.

She takes pride in her counseling and demonstrates her passion for helping our clients through the quality of her calls. For the past year, she has maintained a median quality score of 100% on her calls and has received the Excellence Award consistently from our Quality Assurance team.

During her time at Springboard, Erika has received numerous awards, recognizing her extraordinary efforts and customer service. Some of these awards include the Quality of Excellence, Counselor of the Month and President’s Club.

“Thank you for your counsel on my reverse mortgage. I was able to receive a great reverse mortgage which will make it possible to live in my home for the rest of my life. With you and Springboard’s counseling and the information you gave me, I was able to make a good loan. You are so wonderful and the counseling you give is informative, educating, and helpful in making a great and informed decision…Thank you Erika for being such a wonderful educator.”

-C.C.

“I wanted to tell you how wonderful Erika Ruelas was during our counseling session, she was very patient, efficient, she had a very pleasant demeanor and was very professional and gave us very important options regarding a reverse mortgage. …Thank you Springboard for making this such an easy and delightful experience”

- María

Erika Ruelas, 2015 Counselor of the Year.
Board of Directors

Todd Emerson
President and CEO of Springboard

Rev. Dr. Steve Wright, Chair
Pastor, Village Presbyterian Church

Curtis Paradzick, Vice Chair
Vice President of Sales for Vector Resources, Inc.

Ethan A. Horn, Treasurer
Attorney; Napoli, Bern, Ripka, Shkolnik

Meredith Chillemi, Secretary
Senior Director of Social Services; LifeSTEPS, Inc.

Sonny Sarabia
Vice President Sales; James Perse Enterprises, Inc.

Stacie Anctil, At Large
Senior Vice President; Pacific Investment Management Company, LLC

Steven Clark
Account Executive; Bedford Laboratories

Mike Fraschilla
Vice President Lending; Solano First Federal Credit Union

Denis Gitschier
Retired; Huntington Beach Union High School District
Top Contributors

- Homeownership Preservation Foundation
- National Foreclosure Mitigation Counseling (NFMC)
- Citibank, N.A.
- U.S. Department of Housing and Urban Development (HUD)
- JPMorgan Chase & Co.
- Bank of America
- HSBC
- Capital One
- Wells Fargo & Co.
- Discover
- US Bank
- Citi Residential Lending
- Financial Counseling Association of America (FCAA)
- National Foundation for Credit Counseling (NFCC)