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## Solid Start Client Instructions

Under current Bankruptcy laws, you must complete a Debtors Education counseling session before your debts may be discharged in bankruptcy. This counseling needs to be completed after filing, and within 45 days of your 341 Meeting of Creditors (If you are unsure when this is, please check with your attorney). Solid Start Financial provides your required Debtors Education through an easy-to-use online program. You will need to spend at least 2 hours taking the counseling session, but you do not have to finish it all at once. You can take your time going through the materials, and you can log out and back in as often as you like. We charge only \$24.00, and that fee covers both you and your spouse (if you have one). Your attorney has made arrangements to pay for the counseling session on your behalf, so you won't have to pay us directly when you sign up online.

**Attorney Code: 445572**

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### How To Set Up An Account At Solid Start Financial

- STEP 1** Go to [www.solidstartfinancial.com](http://www.solidstartfinancial.com) and click on the button that says "Second Counseling Session" and follow the directions for new clients (OR, if you have an existing account at Cricket Debt, login with your user name and password and click the link to sign up for the second counseling session).
- STEP 2** Enter The Requested Information. We'll ask you for some basic contact information, then we'll ask you to enter the attorney code printed on this sheet, and then you'll create your user name and password.
- STEP 3** You will be asked to enter your Bankruptcy Case Number, and verify the Judicial District where your case was filed. If you don't know your Bankruptcy Case Number you can usually find it on any document that your attorney filed with the court. Your case number should be a 7-digit number, beginning with the year your case was filed (for example, 09-12345). If you still can't locate your case number, ask your attorney.
- WE WON'T BE ABLE TO ISSUE YOUR CERTIFICATE UNTIL YOU ENTER A VALID CASE NUMBER.**
- Your Judicial District is determined automatically based on the zip code you entered when you signed up, so you probably won't need to change the listed Judicial District.
- STEP 4** Begin The Counseling Session.

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### Some Things To Remember

- + Each module of the counseling session is timed, and you'll need to spend a minimum amount of time in each module before you can go on to the next.
- + Just follow the instructions, and you should be all set.
- + When you are done with the counseling session we will generate your certificate (remember we need your Bankruptcy Case Number) and email a copy to your attorney for you. If you entered an email address when you signed up we will also send a copy directly to you.