

Dear Prospective Client:

Welcome to the Family Service Kent Credit Counselling Program. Please carefully read and follow the instructions listed below. Please be advised that the information collected will remain within Family Service Kent and will be kept confidential.

1. **Complete the Intake Profile Form.** Please be sure to **print** your information clearly. You will be contacted by telephone to set up your first appointment.
2. **Include Proof of Income for all adult members of your household.** Our fees are based on total gross household income. Please include a copy of your most recent income tax statement (only a copy of the page that states 'total income'). The attached Fee Chart (see page 3) will help you to determine what your hourly session rate will be. Your session fee will be provided to you at the time of intake. ***Session fees are to be paid prior to each session.*** If there are outstanding fees on accounts, re-scheduling will not be permitted.

****Please note: The maximum fee of \$100.00 per session will be charged if proof of income is not provided.***

3. **Include \$25.00 Administration Fee.** This is a **non-refundable** administration fee that will be applied towards your first visit. The initial appointment will not be scheduled until the administration fee has been provided.
****Please note: If you fail to attend or fail to provide 24 hours cancellation notice for your first scheduled appointment, you will forfeit the initial \$25 administration fee. In such an event, a second administration fee of \$25 will be required to set-up a second assessment appointment and the same rules apply regarding forfeiture.***

Once we receive the completed **Intake Profile Form, Proof of Income** and the **\$25.00 Administration Fee** we will contact you to set up your first appointment. Should you have any questions, please do not hesitate to contact us.

Thank you

Family Service Kent
Credit Counselling
519.354.6221 ext 257

