

Pioneer Credit Counseling

POST BANKRUPTCY STEP-BY-STEP INSTRUCTIONS

GETTING STARTED

- a. Confirm the Judicial District that you filed your bankruptcy in with your attorney:
- b. Have your attorney contact information: Name, Address, Telephone and Fax Numbers, and Email.
Attorney Number: (only if provided by attorney)
- c. Information required for the session: Bankruptcy Case Number: _____ -- _____

Our Post Bankruptcy services are also available for Spanish speaking clients upon request.

COURSE OPTIONS

Online Completions

- a. ***Users who took the Pre Credit Counseling Course with Pioneer will go to and.pioneercredit.com and login using the same username and password. Select "Purchase Post Filing Course" or Debtor Education - Post Filing Course.
- b. New users enter into the **top** address bar: <https://and.pioneercredit.com/register>
- c. Select **New Registrations Click Here to Get Started**. Select Debtor Education.
- d. If you have your Attorney Number enter it in. You can also search for your attorney by name.
- d. **1.** Go through and fill out all of your personal information **2.** Create Username & Password
- g. Make payment and Complete Purchase.
- e. Re-enter your newly created username and password to login and proceed to your course.
- f. Click on Debtor Education - Post Filing Course.
- g. Proceed through the entire course, and complete all sections and tests. (*2 Hours Required)
- h. Once you meet the course requirements we will issue your Certificate.

**Returning users can go directly to and.pioneercredit.com to log back into their course.*

Telephone Completions

- a. Gather information listed above and call Pioneer; 1-866-210-3590
- b. Make payment: **We accept:** Debit Cards & Western Union. Money Orders should be mailed to:
Attn: Accounting Dept.
PO Box 6860
Rapid City, SD 57709-6860
- c. You will receive your Simplified Guide to Financial Life Skills Workbook & Disclosures by mail or you can download those off our website.
- d. Once the disclosure is returned and payment received an appointment will be scheduled for your phone conference.
- e. Your education will be completed over the phone in a conference class. (Allow for 60-90 minutes)
- f. Upon completion we will issue your Certificate.

SAME DAY CERTIFICATE DISTRIBUTION

- a. Log back into your account using your username and password and click on the Record Center.
- b. As a courtesy we can also fax or email your certificate to your attorney upon request.

Pioneer Credit Counseling * PO Box 6860 Rapid City, SD 57709 * 1-866-210-3590 * www.pioneercredit.com
Fax: 605-348-8537 * Hours: Monday - Friday, 6am - 8pm (MST), Saturday, 8am - 5pm (MST)