



CCU POLICIES FOR INSTALLMENT PAYMENT PLANS

Central Collection Unit Qualifying Debts

To be considered for any type of Central Collection Unit (CCU) payment arrangement, the debt(s) must qualify as a CCU debt. In general terms, that means that the delinquent debt must be over 90 days old and referred to CCU for collections.

If a CCU customer has delinquent debts both under and over 90 days old, the CCU will only address delinquent debts referred to collections. The customer will be advised by CCU Collections Representatives (customer service representatives) that legislation prohibits the CCU from negotiating any arrangements unless the delinquent debt is referred to collections.

Payment Arrangements

Not all agency debts will qualify for payment arrangements. However, DMV-related payment agreements may be considered for those that qualify. **WE DO NOT OFFER PAYMENT PLANS ON BOOTED OR TOWED VEHICLES.**

An initial Installment Payment Plan or “IPP” is a payment agreement that requires a minimum down payment of 25%, while the remaining balance must be paid in equal monthly payments, **withdrawn automatically from a debit or credit card only.** The number of allowable months to pay is based on the outstanding balance due and other factors as determined by CCU personnel. **Balances of \$6,500 or more will require a 50% deposit, paid via certified funds.** The CCU requires submission of financial information such as bank statements, pay statements, tax returns, and verification of necessary living expenses to determine eligibility for payment plans. If approved for a payment plan, once the plan is successfully completed, any future eligibility requires a 12-month waiting period. Failure to keep the terms of an IPP will result in a payment plan default and may prevent future arrangements and/or require you to pay the balance in full before you are able to receive services.

Second Chance Installment Payment Plans

Second Chance Installment Payment Plans (SCIPP) are only available to residents of the District who defaulted on a payment plan caused by an undue hardship. Undue hardship is defined as a valid and justified inability to keep the terms of the agreement. Examples may relate to long-term medical conditions, unemployment after initiating payment arrangements, incarceration, military deployment, unforeseen family emergency, etc.

SCIPP always require a 50% deposit, paid via certified funds. The remaining balance must be paid in equal monthly payments, **withdrawn automatically from a debit or credit card only.** **These are considered an exception and require management approval but only when they are determined to be in the best interest of the District.**

To minimize default probability, debtor must verify an ability to make monthly payments through employment or some other means prior to initiating this type of agreement.