

# FINANCIAL BILL OF RIGHTS: PROTECTION FOR MILITARY FAMILIES



Customers of Pioneer Services enjoy the protections of a 10-point Financial Bill of Rights, put in place to ensure military families receive the most trusted and reliable financial services available in the marketplace. The practices and protections in our Financial Bill of Rights differentiate Pioneer Services from others in the industry, and are intended to help educate customers on what they should expect, and deserve, from a financial services provider.

These protections have been part of Pioneer Services' day-to-day business practices for years. Today, the company is challenging others to become part of this Gold Standard platform, offering access and protections to military families that may have been underserved by other mainstream financial institutions in the past.

## PIONEER SERVICES FINANCIAL BILL OF RIGHTS

### WE ARE COMMITTED TO PROVIDING OUR CUSTOMERS:

**Security and protection of a federally regulated institution.** In 2007, Pioneer Services was acquired by MidCountry Financial Corp., a diversified financial services holding company, and became a division of MidCountry Bank. As such, our customers get all the benefits and comfort that comes from working with a federally regulated financial institution. This level of regulatory oversight, and the scrutiny it brings to our business, sets us above other lenders that may not be as closely regulated, or worse, not regulated at all.

**Applications underwritten to ensure a borrower's ability to repay a loan.** It is our goal to only offer loans in amounts we believe our customers will be able to repay, without falling into a cycle of debt. We always underwrite applications and perform credit checks that take into consideration an individual's ability to assume a loan.

**15-day no-cost return guarantee.** Pioneer Services gives our customers time to review and compare rates and terms. All loans are backed by our 15-day, no-risk guarantee. If a customer can find a better loan with another lender, changes their mind, or no longer needs a loan, they can cancel with absolutely no obligation and at no cost.

**Ability to pay loans early with no pre-payment penalties.** We encourage our customers to improve their finances. If a customer wants to pay off a loan early, they may do so with no pre-payment penalty charge.

**Structured closed-ended traditional installment loans.** Our loans feature fixed rates and terms that provide equal installment payments of principal and interest. We comply with all standards outlined in the Military Lending Act, including the Military Annual Percentage Rate (APR) cap. A Pioneer Services customer will always know how much they owe, when payments are due, and have consistent payment amounts.

**No mandatory arbitration clauses.** Pioneer Services understands the special circumstances that military families face. We have always honored the Service Members' Civil Relief Act (SCRA) and have no mandatory arbitration clauses that can limit the rights or legal alternatives of our military customers.

**No allotment use required.** Our customers determine how they want to repay their loan. We allow customers to make payments via Electronic Funds Transfer (EFT) from a checking or savings accounts, direct paycheck or money orders, or an allotment. Payment methods are completely optional, and customers can change their payment method at any point throughout the life of their loan without penalty.

**Free award-winning financial education.** We believe our best customer is an educated customer. We help military members and their families take steps to better understand their finances through our award-winning financial education materials, available for free via our online Learning Center, YouTube, and iTunes.

**Credit agency reporting to help borrowers build credit history.** Pioneer Services believes it is important for our customers to establish a positive credit history. We take the time to educate and help customers build credit by reporting fair and accurate information in accordance with The Fair Credit Reporting Act (FCRA) that may benefit them in the long term.

**Customer focused, industry leading lending practices and guidelines.** Pioneer Services understands the unique circumstances of military life, and is proud to provide service members and retired military with the products that help build credit while meeting financial needs. We challenge other lenders serving the military to abide by these best practices, guidelines and protections.

The 10-point Financial Bill of Rights is indicative of Pioneer Services' ongoing commitment to military families, protections for its customers, and the high standards to which the company adheres. If you are considering a loan to make ends meet, make sure it follows the good practices described here. To learn more about a smarter way to borrow, watch our informational video.

