



Client Narrative: Rafael's Fresh Start

His case manager referred Rafael to Smart Money Coaching in March Of 2021. Rafael was unbanked due to a suspected fraud account reported to ChexSystems, a national database used by financial institutions to determine banking eligibility. The smart money coach discussed a plan to resolve his negative banking record. It took six months for the negative account to be removed from his ChexSystems report, at which time Rafael opened a savings and checking account with Self-Help Federal Credit Union. In addition, Rafael successfully had a collection account removed from his credit report, decreasing his debt by \$331.00. A few months later, Rafael enrolled in a credit builder and savings account to help strengthen his credit score. Currently, Rafael just got a new job and is working on managing his income and saving money regularly. The Smart Money Coaching program has given Rafael a fresh start and placed him in a better financial position as things reopen up from COVID-19.

First name of the client: Rafael

Date of narrative: January 23, 2022

City department funder: HSH

Site: Larkin Street Youth Services

Name of coach: John Luna, Financial Capability Investment

