



October 15, 2005

Dear Agency,

As your agency is aware, beginning October 17, 2005 the new Bankruptcy law will take effect. If the Executive Office of the United States Trustee has approved your agency to provide Pre-Bankruptcy counseling, MBNA has established guidelines for your agency to follow when submitting proposals on Pre-Bankruptcy clients.

Outlined below are the different types of proposals MBNA will recognize, how MBNA will process each proposal type, fair share eligibility, and the concessions that will be provided to the customer.

- Standard DMP – Full Balance: MBNA will accept proposals through Mastercard RPPS. Accounts will be eligible for fair share if your agency is in compliance with MBNA guidelines. Late charges and over-limit fees will be suspended, and the APR will be determined based on the risk of the customer.
- Standard DMP – Less than Full Balance: MBNA is not accepting this type of proposal.
- Pre-Bankruptcy DMP - Full Balance: MBNA will accept proposals via fax attn: Matt Eastburn (302) 458-0090. Accounts will be eligible for fair share if your agency is in compliance with MBNA guidelines. Late charges and over-limit fees will be suspended, and the APR will be determined based on the risk of the customer.
- Pre-Bankruptcy DMP – Less Than Full Balance: MBNA will accept proposals via fax attn: Matt Eastburn (302) 458-0090. Accounts will be eligible for fair share if your agency is in compliance with MBNA guidelines. Late charges and over-limit fees will be suspended, and the APR will be determined based on the risk of the customer.

As stated above, MBNA will require paper proposals (form attached) for all Pre-Bankruptcy DMP (full balance) and Pre-Bankruptcy DMP (less than full balance). Our goal is to provide a thorough review of each proposal to ensure the appropriate concessions are provided to each approved DMP.

Proposal decisions will be provided via fax to each agency. Approvals for Pre-Bankruptcy DMP (less than full balance) will be given a “conditional approval” and pended for 7 business days. It will be the responsibility of the agency to notify MBNA, that the customer and all creditors as originally proposed have accepted the plan. MBNA will decline all proposals with a “conditional approval” which have not been confirmed via fax within 7 business days.

If there are any questions regarding the content of this document, please call me at 1-800-441-7048, extension, 81454, or Rich Rice, Agency Relations Manager, at extension 80496.

Sincerely,

Dave Shinton  
First Vice President  
MBNA America