

## **Frequently Asked Questions...**

### **What does My Secure Advantage Cost?**

My Secure Advantage is free for the first 30 days (compliments of Maricopa County). After 30 days, My Secure Advantage is a voluntary program you may elect to continue on a self pay basis through payroll deductions at \$39.94 per month.

### **How do I get started?**

Call toll free 1-888-724-2326 to get started. It will typically take 5 minutes to speak with a My Secure Advantage agent who will sign you up. After signing up the agent will schedule your Financial Needs Assessment. This appointment typically lasts 20 minutes and is needed to get a detailed picture of your financial situation. At the close of this appointment, you will be scheduled for your first Money Coaching Session.

### **When do my free 30 days begin?**

Your free 30 day benefit does not start until your first My Secure Advantage coaching session.

### **What happens after my free 30 days?**

At day 25 of your first 30 days you will get a call from a My Secure Advantage representative to check in, see you you like the program, remind you that your benefit is expiring, and to help you continue to work with a money coach.

### **Can my Spouse attend coaching sessions with me?**

Yes and we highly recommend it.

### **Are my children covered by the program?**

Yes! As long as they are benefits-eligible dependents, they can also use the program under your membership.

### **How long is a coaching session?**

Coaching sessions are typically 30 minutes in length and can be scheduled on an as needed basis. Most of our clients hold coaching sessions twice per month, which is the frequency we recommend.

### **What's required of me?**

Becoming financially fit is similar to becoming physically fit. It takes dedication and consistency to get in shape – be ready for a little work! In addition please call in for your coaching sessions on time. Coaches are booked by appointment so the later you call in the less time you will have with your coach.

### **What is the difference between a Money Coach and a Financial Advisor?**

While these two terms seem very similar, they are in fact, quite different. A traditional Financial Advisor's job is to manage your money for you, make suggestions and ultimately get paid for doing it. The fees can be based on transactions, commissions or a number of other factors. A Money Coach on the other hand does something quite different.

While a Money Coach can assist and advise, their goal is to teach YOU new habits and show you what they are doing, how they do it and why they do it. We've all heard the old adage, give a man a fish and feed him for a day, but TEACH a man to fish and you've fed him for life. Think of your Money Coach as your teacher, not someone who just does it for you to earn his or her paycheck.

### **What do I have to lose?**

Nothing! With My Secure Advantage we guarantee our services. If after 6 months of working with a coach we haven't offset the cost of the program with savings through our program, we will refund your money!



**100% Secure**  
**100% Confidential**  
**100% Private**  
**100% Guaranteed**