

From: Drake, Juliet (USTP)
Sent: Wednesday, May 1, 2024 6:14 PM
Subject: Length of Typical Credit Counseling Sessions

ATTENTION ALL APPROVED CREDIT COUNSELING AGENCIES:

On the United States Trustee Program's website, there are numerous Frequently Asked Questions concerning credit counseling, including a question about the typical duration of counseling sessions. In response to the question "How long should a typical counseling session last?" the Program previously stated that

The USTP understands that counseling sessions may vary in length depending on each client's particular circumstance. Generally, however, counseling sessions should last approximately 60 minutes.

Today, the USTP revised the response which now states:

Generally, a typical counseling session should last approximately 60 minutes. However, the USTP understands that counseling sessions may vary in duration depending on each client's particular circumstance. There is no required minimum duration or required average duration of the counseling sessions. In some instances, less or more time may be appropriate. In other words, some counseling session may be less than 60 minutes, some may be more than 60 minutes.

Please contact me if you have any questions.

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