



Frequently Asked Questions

Does debt management affect my credit rating?

If you already have a debt problem, it is likely that your credit rating has already been affected. If you are unable to meet the original contracted terms of your credit agreement your creditors will register that you are in default. This will be recorded on your credit file and will normally be retained on your file for 6 years.

What happens when I first contact you?

Once you have made an enquiry either via the website or by e-mail or telephone we will arrange for a debt adviser to talk to you about your particular circumstances and answer any queries that you may have. It may be necessary to arrange a convenient time for us to recall you to go through your financial details.

The time can be arranged whenever it is convenient for you, including weekends or in the evenings if you are unable to do this during the day. The call usually takes no more than 30 minutes and you will be under no obligation to go further should you choose not to.

What information do I need to have available?

If at all possible we will ask you to have the following information available:

- Details of ALL of your creditors, including account numbers and recent balances
- Your income and expenditure details
- Details of any county court judgements
- Mortgages and secured loans
- Hire Purchase Agreements and Leases
- Maintenance and CSA payments

If my reduced payments are less than my interest charges, does this mean I'll be paying forever?

Most lenders will freeze interest charges when dealing with a debt management company. This is because they can see that you are making a genuine effort to pay your debts and are doing so with the assistance of a professional organisation.

How do I know I'll be able to maintain the reduced monthly payments?

Any repayment proposal is agreed between you and your debt management adviser and is based on the information you have supplied which takes into account all your finances. That is why it is imperative that you include all the information asked for.

How long does the Plan last?

That will be determined by how much is owed and the amount you can realistically afford to pay your creditors each month.

You'll be given an indication of the likely length of the plan at the outset, but it will always be dependent on your creditors freezing interest and other charges on your accounts and your circumstances not changing.

What happens if my circumstances change?

If this should happen whilst the plan is in place, you will need to let us know immediately. Depending on your situation a revised repayment plan will be negotiated with your creditors. As a matter of course, we will annually review your plan with you and amend your monthly payment if necessary.

Is my home at risk?

If you've got a mortgage, allowance for this is made in determining how much you can afford to offer your unsecured creditors through the plan.

This should leave you with enough money to continue making your mortgage payments. Providing you do this, your home should be safe.