



Talking to your creditor

Why it's a good idea

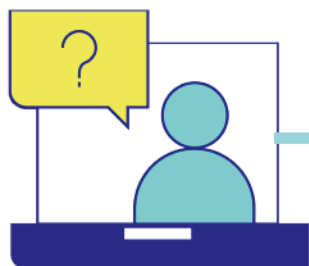
What to expect
and how to prepare

Worries you might have

Additional support

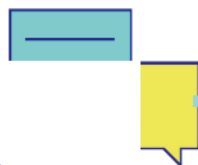
Why it's a good idea to talk to your creditor

A creditor is any organisation that you have bills or payment commitments to – for example, housing, utilities, council or the government. And it includes firms you have credit commitments to – eg for loans and credit cards. If you're worried about missing a payment, letting your creditor know is the best first step to resolving your money issues and avoid falling into problem debt.



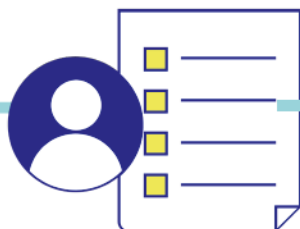
It's your right

You should never feel pressured into paying what you can't afford, so it's your right to let your provider know you're struggling.



They must help you

Creditors have a responsibility to support you and treat you fairly by offering a range of affordable options that will work for both of you.



Get a solution that fits your need

Creditors can work with you to agree a more flexible payment arrangement. By doing so, you can avoid borrowing more money to pay them, which might cost you less.

It stops things from getting worse

Giving your creditor enough warning means they might be able to put a plan in place to help you before it gets worse.



Other support

Some can connect you to charities or other support that offer grants to help pay off your bills that you won't have to pay back.



It can save you money

Some creditors might be able to offer you better tariffs or deals more suited to your needs and budget.





What to expect and how you can prepare



Know where to start

Before contacting the organisation, the first step is to take the time to get organised.



Preparing to talk

Taking the time to prepare by collecting information and thinking about what they might ask you, will help make conversations with them easier.



Making the first contact

Speaking to someone you owe money to can seem daunting, especially if you've never had to do so before. We've got a checklist to get you through those difficult conversations.



Options your provider might offer you

Find out about the different types of support an organisation might offer you. Remember, before agreeing to a plan, make sure you ask if it will impact on your credit score.



What to do after speaking to your creditor

If you've reached a new agreement with your provider, ask for confirmation in writing of what was agreed. We've got a checklist that will help you with your next steps.



Additional support if you're not happy with the outcome

Find out what to do if you feel you're not getting anywhere or how to go about making a complaint.

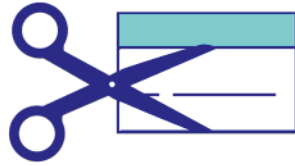
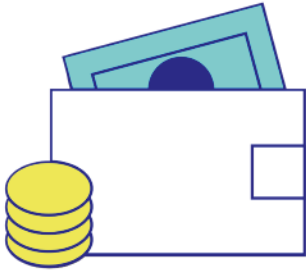


Want to know more about how you
can prepare to talk to your creditor?

Visit [moneyhelper.org.uk/
talking-to-your-creditor](https://moneyhelper.org.uk/talking-to-your-creditor)
Or scan the QR code
to find out more



Myths busted – talking to your creditors



They just want my money

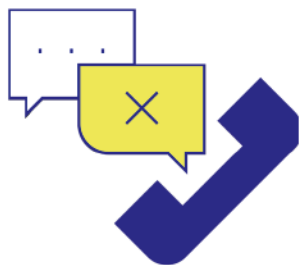
Fact

While they're interested in the money you owe them, they should work with you to come to a fair and affordable arrangement that suits both you and them.

What if they cut off my service because I can't pay?

Fact

That's a last resort that no one wants. Ultimately, your provider has the power to terminate the service it provides to you, but only if you refuse to engage with them and continuously fail to make any payments towards your bill. There are exceptions, for example, water companies are not allowed to restrict your water supply.



What if they refuse to talk to me about it?

Fact

With rising living costs, creditors are expecting lots of people to be struggling right now. But they can't help you unless you ask. Creditors should treat you fairly and work with you to find a solution so they will always want to talk to you.

I haven't got money to offer them, so what's the point?

Fact

Organisations you owe money to can't take money you don't have, so it's important to talk to them before you miss a payment. They might agree to a payment break in the short term. Or if you're really struggling, you can request a full or partial write off of the debt.

Additional support

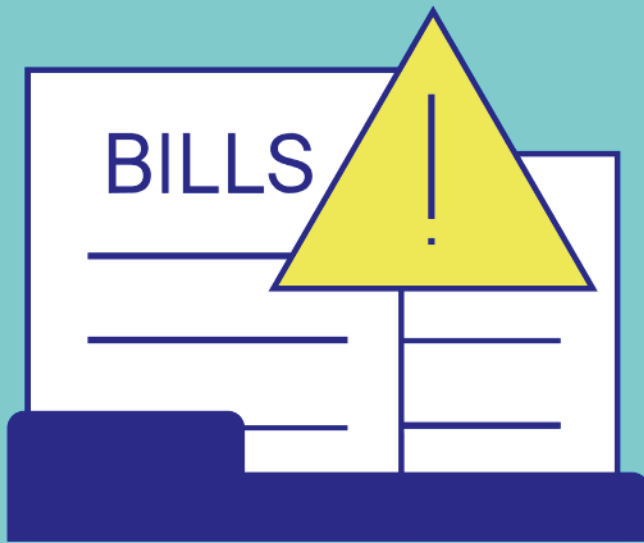
Have you missed a payment?



Use our Debt advice locator tool to find free and confidential debt advice

- ✓ online
- ✓ over the phone
- ✓ or near to where you live.

Visit moneyhelper.org.uk/debt



Useful contacts

Financial advocacy and appointeeship

DOSH is a charity that provides a local financial advocate who will visit and support you with your benefits, budgeting, banking, bills and many more things. They can talk to your creditor on your behalf.

Contact them at dosh.org
Call 0300 303 1288

Disclosing mental health conditions

The MoneySavingExpert guide to mental health and debt has useful information on how your creditor must treat you if you choose to tell them about a mental health condition.

Read the booklet at moneysavingexpert.com/credit-cards/mental-health-guide

Mental Health & Money Advice are another source of practical advice and support if you have issues with mental health and money.

They offer help at mentalhealthandmoneyadvice.org

Talking to HMRC about tax, National Insurance or tax credits

HMRC can give extra support, for example, if you can't use the phone, need information in a different format or language, or need someone to talk on your behalf.

Find out the different ways to contact HMRC at gov.uk/get-help-hmrc-extra-support

Talking to DWP about overpayments, payment advances or social fund loans

The DWP has a service standard for all communications with its customers. Find out how you should expect to be treated and what information they will provide for you at gov.uk



Need more help?

Contact us for free and impartial money guidance if you need help with budgeting or making your money go further, whether that's online or over the phone.

Whatever your query we're here to help. If we don't know the answer, we'll point you in the right direction of someone who does.

moneyhelper.org.uk



MoneyHelper is independent and set up by government to help people make the most of their money by giving free, impartial money and pensions guidance to everyone across the UK – online and over the phone.

For free and impartial guidance on any money or pension queries you can contact us by calling on:

Money guidance

0800 138 3944 Mon – Fri 8am – 6pm

+44 20 3733 3495 if you're outside the UK

Pensions guidance

0800 011 3797 Mon – Fri 9am to 5pm

+44 20 7932 5780 if you're outside the UK

Or visit moneyhelper.org.uk

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*Calls are free. To help us maintain and improve our service, we may record or monitor calls.