

A Creditfix info pack



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About Creditfix



With over 70 years' experience between our insolvency practitioners in the financial industry. Creditfix has successfully helped over 52,000 people with their debt over the years which has led to us becoming one of the most experienced in the market. Creditfix Limited is one of the largest personal insolvency practices in the UK , servicing Scotland , England , Wales and Northern Ireland. We act in tens of thousands of personal cases regarding individuals debt and help thousands of new customers each year.

Our head office is based in Glasgow and we have over 100 dedicated members of staff with a wealth of insolvency knowledge and experience to help you through these difficult times.

We know that debt is a personal issue and can be difficult to talk about to those around you, as such that is why our staff are discrete and professional and will work with you to find the best solution based upon your circumstances. Personal Finance is not a one size fits all case and we will work with you to find the best way to manage your debt problems.

Our commitment to you is to prepare , support and close your arrangement while providing excellent and compassionate customer service. By taking into account your circumstances and life style we are able to find the best solution for you that will set you on the road to clear your debt and start to rebuild your finances . We have dedicated and specialised teams to guide you from start to finish through the world of debt and personal finance to ensure the journey is as smooth as possible.



Over 92,000
people helped



A score of **9.4 out of 10**
on **Trustpilot**



Our Insolvency Practitioners
have **over 70 years'**
combined experience

How can Creditfix help you with your debt?



Lower your
monthly payments

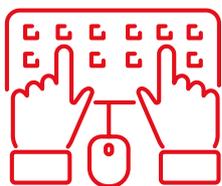


Stop creditor pressure
from calls and letters



Write off **debts**
you can't afford

Our process



Fill out the form or **call us on**
0808 156 7715 and our friendly
team will be in contact with you



We will run through your debts
and identify **what you can**
afford to pay each month



We will then suggest **the right**
debt solution for you and
help you put this in place

What is an IVA?

IVA stands for Individual Voluntary Arrangement, it is a formal Insolvency Solution. An IVA is an agreement between you and your unsecured creditors, which allows you to repay only what you can reasonably afford over a fixed period of time. It is often seen as an alternative to bankruptcy, and was introduced in England & Wales as part of the Insolvency Act 1986 and in Northern Ireland as part of the Insolvency (Northern Ireland) Order 1989. They are only available to individuals residing in England, Wales and Northern Ireland. If you live in Scotland, please see our Protected Trust Deed page.

An IVA has to be set up and supervised by a Licensed Insolvency Practitioner (IP), it is not possible to have an IVA without an IP. Here are the basics of IVAs:

- In an IVA, a single, affordable monthly payment is agreed upon. This is then divided between the unsecured creditors included within the arrangement.
- These payments are usually made for five years
- At the end of an IVA, the balance of any debts included within the IVA is written off, and during its course, all interest and fees are frozen
- IVAs are a formal, legally binding debt solution. This means once you enter into one, creditors can take no further action against you, and cannot contact you directly
- IVAs need to be administered by an insolvency practitioner, who mediates between you and your creditors
- Creditors benefit from IVAs as well as those in debt, as they generally ensure a larger repayment than bankruptcy would provide

Example unsecured debt

Customer repayments **before & after** an IVA



(TOTAL CONTRACTUAL REPAYMENTS)

* monthly payments are based on individual financial circumstances

Aimee Sargent

CASE STUDY



With plans to get married and a date in the diary, things were looking good for 34-year-old, teacher, Aimee from Greater Manchester. In March 2015, through no fault of her own Aimee was evicted from her family home, which is when financial troubles began.

Aimee then fell pregnant which is where her money troubles went from bad to worse, the maternity pay she received from the PRU (Pupil Referral Unit) and the Local Education Authority where she was teaching Maths and English, only covered six-months, rather than seven.”

“The pay wasn’t enough to help with the cost of living. I struggled to pay bills and feed both myself and my unborn child. I was borrowing money from friends, family and seeking help in the form of payday loans and short-term solutions.

“As a teacher at a Pupil Referral Unit, I help struggling kids that find school tough receive an

education. I work tirelessly each day and give it my all. I think the Local Education Authority should have been there for me, with pay that was consistent rather than decreasing over the maternity period.”

Prior to her pregnancy, Aimee never struggled to afford bills, food and small luxuries, but after almost four years in debt, and around £20,000 owed it was time to seek some help.

“I saw and advert for Creditfix on Facebook and I decided enough was enough, I contacted them to help. I can now sleep at night and I don’t have the constant fear about paying my bills and feeding my three children.”

Aimee is still a teacher in Greater Manchester and is getting support for her financial troubles with an Individual Voluntary Arrangement (IVA) from Creditfix.

“

Creditfix have provided **an excellent service during a very stressful time.** They were helpful, considerate and relieved all stress.

Can’t recommend them enough if you’re struggling with debt.

Hayley

 **TRUSTPILOT** 

We are rated **Excellent** based on **1,319** reviews

Contact us

EXISTING CUSTOMERS

- ☎ 0800 0431 431
- ✉ customerservice@creditfix.co.uk
- 🕒 Mon-Thurs 8:30am - 8:00pm
Fri 9:00am - 6:00pm

NEW CUSTOMERS

- ☎ 0808 156 7715
- ✉ enquiries@creditfix.co.uk
- 🕒 Mon-Thurs 8:30am - 8:00pm
Fri 9:00am - 6:00pm



Types of debt **we can help with**



Credit cards



Payday loans



Overdrafts



Store cards



Personal loans



Council tax arrears



Catalogues



Unsecured car finance