

IN DEBT?
DEALING WITH
YOUR CREDITORS

Contents highlights

The following explanations may help you to decide which parts of the guide deal with the option that you want:

- If you want to contact your creditors directly and negotiate an agreement to repay all or some of your debts, please turn to page 4.
- If you are thinking of applying for a loan to reorganise or clear your debts, please turn to page 6.
- If you want an organisation to negotiate with your creditors on your behalf, and feel you can make payments to clear your debts in full over time, please turn to page 7.
- If your debts are below £5,000 and you want a legally binding arrangement to pay back your creditors in full by making a monthly payment into court, please turn to page 9.
- If you feel that you are unable to pay your debts in full within a reasonable time period but feel able to make an offer to partially repay within 5 years, with the balance being written off, please turn to page 10.
- If you are on a low income and don't have many assets and want to have debt relief without going to court, please turn to page 11.
- If none of the above options are suitable for you, and you are considering bankruptcy, please turn to page 12.

Introduction

If you have debt problems there are various options for helping you make arrangements with your creditors. This guide explains these options, how they work and some of the pros and cons of each. The guide can help you with personal or business debts, or both.

You should not use the guide as a substitute for getting independent professional advice on which option is best for you.

Always seek independent professional advice early. The worst thing when you have money troubles is to do nothing and to hope the problem will go away.

Some things to consider when deciding which option is best for you

- When completed, does it free you (when completed) from all or part of your debts so that your creditors will have no further claim against you?
- Does it legally protect you from further recovery action or extra charges (or both) by your creditors during the procedure?
- How long will it last?
- Will it affect your employment?
- Will it affect your credit rating?
- Will your home be at risk?
- If you have to pay a fee, it may come out of payments you make to your creditors, or you may have to pay it separately, before or after the option you choose is put in place.
- Some of the options will involve you putting certain types of debt (called 'priority debts') before others. It may be difficult or impossible to negotiate reduced payments or write-offs for the other debts. Examples of priority debts are; mortgage or rent, council tax, utilities (gas, electricity, water), maintenance payments, court fines and income tax, but there are others.
- Are you confident you can keep up the repayments to your creditors, for the time required, under the option you are considering?

What to consider when deciding which option is best for

- None of the options can affect the rights of secured creditors, for example a bank or building society that has a mortgage or legal charge* over your home. They continue to have the right to take possession of your home if you don't keep up your payments.
- The other most common examples of secured creditors are hire purchase agreements for motor vehicles or household appliances.
- Most debts involving credit and loans are unsecured, for example, credit and store cards and bank overdrafts. This means that if you don't pay the debt, the creditor is not automatically entitled to take something of yours, such as your home if you own it. However, in some circumstances they may go to court if you fall behind with your payments. If they then get a

court judgment, they may be able to ask the court to secure the debt on your home through a charging order.

- All of these options may affect your credit rating and will show up on your credit record.
- Using any of the options to help with your debt may occasionally affect your employment. Under the terms of your employment, you may have to inform your employer about it.

In some circumstances, you may be able to get help from a charity or trust fund to pay off some types of urgent debt. However, this is unlikely to be the answer to the whole problem – charities are unlikely to help with large credit-card and similar debts. To get this kind of help, you will normally have to fill in a detailed application form or find an advice agency to apply for you.

*Having a charge on your home means that if you don't repay the debt, the creditor has a claim on the proceeds if the property is sold.

What is your best option?

The best option for you will depend on your own and your family's circumstances, your future prospects, and your own preferences. What you decide to do will also depend on how much you owe and how much you can repay from your income or your assets, after paying your own and your family's essential expenses.

Be prepared to give all the details of your debts and your finances to whoever you seek advice from, and to your creditors. It is essential you give them the complete picture. When making any offer to your creditors, be realistic about your income and spending. If you need help with making an assessment of your basic household and personal spending when putting your case to your creditors, many debt-advice and other organisations can give free advice and guidance.

The following pages set out the pros and cons of each option for dealing with your debts.

OPTIONS EXPLAINED

1. NEGOTIATED AGREEMENT WITH CREDITORS

How it works

You contact your creditors yourself and negotiate an agreement to repay all or some of the debts you owe to them.

Negotiated agreements may involve either or both of these:

(1) payments from your income

(2) a lump sum payment, for example from the sale of an asset, an inheritance or a contribution from relatives.

Your creditors may be prepared to write off part of what you owe them in return for a one-off part payment. If they are, you should ask them to confirm this agreement in writing.

(1) Payments from your income:

You need to work out how much you can afford to repay, after allowing for your essential household and personal spending such as mortgage or rent, utilities and housekeeping. You should offer to share any surplus income among all your creditors, based on the amounts you owe them. This means that all your creditors are offered their share of what you can afford. You should also ask your creditors to freeze any interest or charges. Your creditors will expect you to give them regular updates of your income and expenditure so that they can see whether you can increase your payments.

(2) Payments from lump sums:

You may make payments towards your debts from a lump sum you receive and which your creditors may agree to accept in settlement of what you owe – that is, they agree to write off any remaining balance they are owed. However, if you do have surplus income after paying your everyday expenses, they may expect you to make at least some payments from that as well.

If you can't make payments temporarily, for example because of a short-term illness, creditors may agree to accept no payments or token payments of say £1 a month, but only for a limited period.

Pros

- Fair and open way of sharing payments, widely understood by creditors.
- You can ask if you can reduce your payments if your situation gets worse or you face unexpected essential spending.
- You do not need an advice agency to negotiate these payments for you. You can do it yourself or ask an advice agency for help with drawing up your personal budget sheet and make offers to your creditors based on this.
- Creditors may be prepared to write off the balance of what you owe after a period of time if:

- you have shown that you have made every effort to pay them back as much as you can, and
- you have maintained regular payments to them.

Cons

- Creditors may refuse to agree with what you propose (but it's always worth asking them to reconsider) although they can't refuse any payments you make to them.
- Creditors may refuse to freeze interest or charges (but it's worth asking them to reconsider).
- If you can only afford small payments from your income, they may not be enough even to cover interest or charges, and your debts will increase.
- Creditors may refuse your proposal unless it's made through an advice agency, which will have independently reviewed your circumstances.
- You remain liable to pay the full amount of your debts, although you may be able to persuade your creditors to agree to write off part, or even all of it, depending on your circumstances.
- Creditors could still take action against you, for example by getting a court judgment and then an order that creates a charge on your home, unless they have specifically agreed not to do so in return for the payments made under the informal arrangement.
- You are responsible for administering all the payments yourself and keeping creditors informed of your circumstances.

OPTIONS EXPLAINED

2. DEBT REORGANISATION OR CONSOLIDATION LOAN

How it works

You apply for a loan to reorganise, or clear your debts. These loans are often advertised as 'consolidation loans'. This means you swap some or all of your creditors for just one creditor. If you own your home, the lender will probably want to take a charge* on it. You should seek independent advice about whether this would be in your best interests. You should shop around for the best deal from high street and internet lenders. If you have a poor credit rating, you may not be able to get loans on the best terms.

A consolidation loan will only help if:

- it is used to pay some or all of your existing debts
- the repayments on the new loan are no more than those you are already making towards your existing debts, and you can afford to make them.

Otherwise, the new loan will simply add to your debt burden and make your problems worse. You will also need to look very carefully at how long the loan will take to repay; what interest you are going to have to pay compared with what you are currently charged; and what charges or penalties there are, for example for late payments.

*Having a charge on your home means that if you don't repay the debt, the creditor has a claim on the proceeds if the property is sold.

Pros

- You will be making one monthly payment on one loan rather than many payments to different creditors.
- Your monthly payments may be lower, or at least should not be any higher.

Cons

- You may have to pay fees for arranging the loan. Always ask for full written details of all fees.
- If you have a poor credit rating, you may not be able to get a loan or you may be offered poor terms and conditions, for example a high interest rate.
- If the loan is secured on your house or other asset, then it could be taken from you (repossessed) if you do not keep up the payments.
- Interest rates often change over the loan period, making it difficult to work out what the total cost of the loan will be – check if the interest rate is fixed or variable.
- Consolidation loans are often offered over a longer period of time than your original debts. This means that even if the interest seems reasonable, the length of time you have to repay it can increase the overall cost of the loan significantly, so you end up paying more.
- If you don't clear all your existing borrowing, the new loan is likely to make your debt problems worse and make it more difficult for you to make all your payments.

OPTIONS EXPLAINED

3. DEBT MANAGEMENT PLAN (DMP)

How it works

You go to a debt management company who will negotiate with your creditors and manage your payments to them. The arrangement the company negotiates for you with your creditors is called a debt management plan (DMP).

Your creditors will want details of your assets, including your home, if you own it. This helps them decide whether the offer you make through the debt management company is reasonable or whether they expect any of your assets to be sold so that they get a larger payment.

The individual or company you choose to manage your plan must be authorised by the Financial Conduct Authority (FCA). Some will not charge you a direct fee for their services, but will get it from the creditors, for example out of the payments you to make to them. Others may make an initial charge for preparing, negotiating and administering your plan and then take the rest from your monthly payments.

In either case, the company should give you details of the fees it wants to charge you, and how you must pay them before you sign up to a plan with them. A debt management plan will last for as long as it takes to repay your debts in full based on what you can pay each month and whether your creditors agree to freeze interest and charges. Your debt management company should give you an estimate of how long the plan will last. They should also review the plan every year, and creditors will expect to be given regular updates of your income and spending so they can see whether you can increase your payments.

A debt management plan is not a legally binding contract and you can stop paying at any time but if you do you will be liable for your debts in full again. If creditors had agreed to freeze charges and interest they can start to charge these again and may be able to reinstate previous interest and charges they had waived.

Pros

- Fair and open way of sharing payments, widely understood by creditors.
- The debt management company will help you prepare your plan, including agreeing the level of your household and personal spending based on guidelines, which can then be used to put your case to the creditors.
- The debt management company will negotiate with creditors on your behalf, so offers are more likely to be accepted and interest frozen than if you try to do this yourself.
- You may be able to vary your payments if your circumstances change.
- You make single payments each month or quarter to the debt management company, which is responsible for administering all payments to your creditors.
- Any monthly payment you make should be passed on to creditors within 5 working days.

- Some debt management companies do not charge you a fee.
- Creditors may be prepared to write off the balance of what you owe after a period of time if:
 - you have shown that you have made every effort to repay them as much as you can; and
 - you have maintained regular payments to the debt management company.

Cons

- A debt management plan is not legally binding on your creditors
- Creditors can refuse to take part in it, but they can't refuse to accept any payments made to them.
- The debt management company can't force creditors to accept your proposal or freeze interest.
- You remain liable to pay your debts until they are paid in full.
- Creditors could still take enforcement action against you, for example by getting a county court judgment and then an order, which creates a charge on your home*, even if you are keeping up your payments under the plan, unless they agree not to do so.
- You may not be able to make reduced offers if your circumstances worsen and you can no longer afford your agreed monthly payments.
- A plan can last for several years. However, some creditors may be prepared to freeze interest for only a shorter time. If interest and charges cannot be frozen for the full length of the plan, then the total amount you end up paying under the plan could be more than the original amount of your debts, and could extend the lifetime of the plan.
- Having a charge on your home means that if you don't repay the debt, the creditor has a claim on the proceeds if the property is sold.

OPTIONS EXPLAINED

4. COUNTY COURT ADMINISTRATION ORDER (CCAO)

How it works

You can ask the court to make an administration order if:

- you owe no more than £5,000 to at least 2 creditors; and
- you have a court judgment entered against you by one of your creditors that you can't pay in full.

Under the order, you must make weekly, monthly or quarterly payments from your income to the court, which shares them among your creditors, in proportion to the amounts you owe them.

If you don't keep up the payments, the court may make an attachment of earnings order. This is sent to your employer, directing them to deduct amounts from your wages and pay them to the court for sharing among your creditors.

Pros

- None of the creditors listed on the administration order application can take further action against you without the court's permission.
- The court deals with the creditors and shares out the payments for you.
- Interest and other charges are stopped.
- There is no upfront fee – the court takes 10p of every £1 you repay.
- You can apply to make payments for a limited time, such as 3 years, using a 'composition order'.
- If your circumstances worsen, you can apply to the court to make reduced payments.
- You may be able to continue running any business you have.

Cons

- Creditors can put objections to the court and ask to be left out of the order. The court need not agree to this.
- If you don't keep up your payments, the order can be revoked (withdrawn) and the creditors can pursue you again.
- If the court makes an attachment of earnings order, your employer will find out about your money troubles.

OPTIONS EXPLAINED

5. INDIVIDUAL VOLUNTARY ARRANGEMENT (IVA)

How it works

You go to an insolvency practitioner who will prepare, negotiate and administer an arrangement for you to voluntarily repay your creditors. This may be done by using your spare income, a lump sum or other assets that you own.

If you have surplus income after meeting your essential household and personal expenses or have assets that can be used to pay your creditors or have access to a lump sum, for example from a relative, you may then consider entering into an Individual Voluntary Arrangement (IVA).

Once agreed, an IVA is legally binding on all of your creditors and will protect you from recovery action. It will usually involve your creditors writing off part of what you owe them. A proposal for an IVA will only be approved where enough creditors vote in favour.

The person you choose to supervise your IVA must be licensed and regulated under insolvency law as an insolvency practitioner.

The insolvency practitioner will charge fees for preparing, negotiating and administering your IVA. Before the practitioner asks you to sign up to an IVA, they must give you details of the fees they want to charge and how these will be paid. They will usually be paid from the payments you make into the IVA.

Pros

- Creditors who vote against your proposal are still bound by it.
- Creditors whose lending is unsecured can't take any further action.
- Interest and charges are frozen.
- Your insolvency practitioner will help you prepare your proposal, including agreeing the level of your household and personal spending based on guidelines acceptable to creditors.
- Most insolvency practitioners will allow you to pay their fees for preparing your proposal monthly, as part of the IVA payment.
- You make only a single payment each month (or in some cases weekly, if you prefer). Your insolvency practitioner is responsible for administering and distributing your payments.
- If you are a homeowner, the terms of an IVA will usually enable you or your spouse or partner or a relative to make arrangements to buy your share of the net worth of your home or to make extra payments, rather than the home having to be sold. This may be done through a remortgage or a loan. (Net worth means its value after any debts secured on it have been paid.)
- On completion of the IVA, the balance of what you owe your creditors is written off.
- You may be able to continue running any business you have.

Cons

- Your IVA is entered on a public register.
- The insolvency practitioner may require payment in advance for preparing your proposal and getting your creditors' agreement.
- If there is some equity (value) in your home after taking account of the mortgage(s) on it, you will probably have to pay for your share, usually in the fifth year of your IVA, by remortgaging the property. If you can't get a remortgage, you may have to continue making monthly or quarterly payments from your income, for up to another year.
- If your circumstances change, and your practitioner can't get creditors to accept amended terms, the IVA is likely to fail. You will then still owe your creditors the full amount of what you owed them at the start, less whatever has been paid to them under your IVA.
- If your IVA fails, you may be made bankrupt.

OPTIONS EXPLAINED

6. DEBT RELIEF ORDER (DRO)

How it works

You should first seek debt advice, and if a DRO is considered suitable, you will be referred to an approved intermediary. An approved intermediary is someone who has been approved by a competent authority chosen by the government. They will check that your situation fulfils the criteria, help you complete the online form and submit it for you to a government official called the Official Receiver. The Official Receiver then makes the order, if appropriate.

To get a DRO:

- your debts must not exceed £30,000;
- your assets must not exceed £2,000 (certain assets do not count, for example clothing, furniture and a vehicle worth less than £2,000); and
- your surplus income must not exceed £75 a month after paying your essential personal and household spending.

A DRO will last for 1 year, and once your DRO has ended you are released from your debts (with certain exceptions).

Pros

- Your debts will be written off at the end of the DRO. There are a few exceptions, as listed in the "Cons" section below.
- None of the creditors listed in the DRO application can take further action against you without the court's permission.
- It allows you to make a fresh start after 1 year.
- The fee (£90) is affordable and can be paid in instalments but the fee must be paid before the application can be made.
- You will keep your assets and a vehicle as detailed above.
- The approved intermediary ensures that you are given appropriate advice and that you fit the criteria for a DRO.

Cons

- Your DRO is entered on a public register.
- You can't have a DRO if you have an existing bankruptcy order, an IVA, are subject to bankruptcy restrictions, or you have had a DRO in the last 6 years.
- You won't be able to have a DRO if you own a house, even if it has no equity (value).

- You will remain liable to pay certain debts – in particular:
 - o student loans
 - o fines
 - o debts arising from family proceedings
 - o budgeting loans and crisis loans owed to the Social Fund.
- Your employment may be affected.
- Your DRO could be revoked (withdrawn) if you don't co-operate with the Official Receiver during the year your DRO is in force.
- You can't act as a director of a company or be involved in its management unless the court agrees.
- You will be committing an offence if you get credit of £500 or more without disclosing that you are subject to a DRO.
- The Official Receiver can apply for a debt relief restrictions order (DRRO) to be made against you for between 2 to 15 years if they believe you have acted irresponsibly, recklessly or dishonestly. A DRRO is an order that will place restrictions similar to those in place while you are subject to a DRO.

OPTIONS EXPLAINED

7. BANKRUPTCY

How it works

Bankruptcy is a formal procedure which you can start yourself or which one or more of your creditors owed £5,000 or more can start.

If one of your creditors wants to start Bankruptcy proceedings against you they have to present a Bankruptcy Petition to the Court. The Court will arrange a date and time for the Petition to be heard. At that hearing the Judge will decide whether or not to make a Bankruptcy Order

If you wish to declare yourself Bankrupt you must apply online via the central UK Government website, gov.uk, to an adjudicator within the Insolvency Service, which is part of the Department for Business and Trade. The fee to submit an online application for bankruptcy is £130. You, or someone on your behalf, will be able to pay online or in cash and will also be able to pay in instalments (online only). There is also a deposit of £550 payable to the Official Receiver, which means that the total amount required to apply for bankruptcy is £680. The Official Receiver is a government official and a member of the Insolvency Service. While you can pay these fees in instalments, your application will not be considered until you have paid the fees in full.

Immediately on the making of a Bankruptcy Order the Official Receiver takes over control of your estate pending the appointment of a trustee. If you have significant assets, an insolvency practitioner will usually be appointed to act as trustee, either by seeking a decision from your creditors or by the Secretary of State for Business and Trade. Where no insolvency practitioner is appointed, or where there is a vacancy in the office of trustee, the Official Receiver acts as trustee.

The Official Receiver will ask you to provide information about your debts, creditors, assets and income. You will also receive an information pack that explains what you need to know and what you must do.

You will be asked to fill in a questionnaire and attend an interview with the Official Receiver. The interview can be in person or over the phone.

At the interview, the Official Receiver will check the information they have about your debts and assets, ask for more details they require; e.g., about your pension or savings, and ask how and why you became bankrupt. They will also answer any questions you have about the bankruptcy process.

Your discharge (release) from bankruptcy may be delayed if you don't provide information you're asked for.

Your assets (with certain exceptions) are sold to help pay your creditors. However, you can usually keep your personal belongings, the contents of your home and your tools of trade (which may include your car) unless they have a high value.

If you have surplus income after meeting your essential household and personal expenses, you will have to make payments out of your income for up to 3 years.

Your assets and income are dealt with by a licensed and regulated insolvency practitioner or by the Official Receiver.

Bankruptcy usually lasts for 1 year, and once you have been freed (discharged) from your bankruptcy, you are released from your debts (with certain exceptions).

Pros

- Debts are written off, with certain exceptions explained below.
- Creditors can't take further action unless the debts are secured on your home or other property.
- It allows you to make a fresh start after only a year.
- You may be able to avoid having to sell your home if your spouse, partner or a relative can buy your share of its value after any debts secured on it have been paid.

Cons

- Your bankruptcy is entered on a public register and is advertised.
- If you apply for your own bankruptcy, you will have to pay fees totalling £680.
- You will remain liable to pay certain debts – in particular:
 - student loans
 - fines
 - debts arising from family proceedings; and
 - budgeting loans and crisis loans owed to the Social Fund.
- Any business you have will almost certainly be closed down.
- Your employment may be affected.
- Certain professionals are barred from practising if they are made bankrupt.
- You can't act as a director of a company or be involved in its management unless the court agrees.
- You will be committing an offence if you get credit of £500 or more without disclosing that you are bankrupt.
- You may have a bankruptcy restrictions order* made against you for 2 to 15 years if you acted irresponsibly, recklessly or dishonestly.
- An order that will place restrictions similar to those in force while a person is bankrupt, which the official receiver may apply for.

Further Information

Other guides can tell help you in dealing with your finances generally, for example the Money Helper website (previously the Money Advice Service) which you can access by following this link:

www.moneyhelper.org.uk/en

Government funded advice agencies:

Advice UK

Telephone 020 7469 5700

Website: www.adviceuk.org.uk

Citizens Advice

Helpline: 0207 833 2181 to find your local CAB

Website: www.citizensadvice.org.uk

Community Legal Services (CLS)

Helpline: 0845 345 4345

Website: www.legalservices.gov.uk

Your local library has a CLS Directory to help you find a CLS-approved legal advisor.

Stepchange

Helpline: 0800 138 1111

Website: www.stepchange.org

National Debtline

Helpline: 0808 808 4000

Website: <https://nationaldebtline.org/>

Insolvency Service

The Insolvency Service is the government agency responsible for administering the insolvency system in England and Wales, including bankruptcy. The Insolvency Service cannot provide legal or financial advice on individual cases but can give more information about the options listed here.

<https://www.gov.uk/options-for-paying-off-your-debts>

There is also an interactive tool explaining some of the options available given your circumstances

<https://www.gov.uk/pay-off-debts>

You can also search on the Insolvency Service website for an Insolvency Practitioner to deal with your situation.

<https://www.gov.uk/find-an-insolvency-practitioner>

Other organisations also offer insolvency advice and debt counselling but beware of uninvited approaches by post or telephone.

Scotland

This guide is aimed at you if you live in England and Wales. Options differ slightly in Scotland. If you live in Scotland, you can contact:

Citizens Advice Scotland

Helpline 0131 550 1000

Website: www.cas.org.uk