

# Services Overview

## Free Debt Advice

Since the very beginning, everyone at Payplan has strived to provide a service that aids and assists the public with their debt queries, no matter how minor they may seem.

Our increasingly large department of freephone advisors are vastly experienced with all debt-related issues such as:

- \* Administration orders
- \* Attachment of earnings
- \* Bailiff law
- \* Basic bank accounts
- \* Car repossession
- \* Certificate of satisfaction
- \* Charging orders
- \* Consolidation loans
- \* Council Tax Arrears
- \* County Court judgements
- \* County Court summons
- \* Default notices
- \* Full and final settlements
- \* Gas Arrears
- \* Getting a copy of your credit file
- \* Harassment by Creditors
- \* House repossession
- \* Joint and several liability
- \* Limitations Act
- \* Linked Banks and Creditors
- \* Mortgage arrears
- \* Mortgage shortfalls
- \* Negative equity
- \* Repossession hearings
- \* Statutory demands
- \* Student Loans

This free advice provides an essential service for many welfare departments, money advice associations and employee assistance programmes.

### **Free Debt Management Plans**

By working closely with the credit industry, Payplan were able to raise their awareness to the severity of the UK debt problem. Many creditors were responsive and keen to show that they wish to help their customers.

Payplan were then able to get several creditors to agree to make a contribution that would cover our administration costs so that we could offer a completely free debt management service. Our advice and services still remain totally impartial as we still see the debtor as our “client” and not the credit industry.

Free debt management plans or DMP’s as they have become known, are ideal for those who are struggling to keep up with all their monthly commitments, but can still clear their outstanding debts within a reasonable timescale.

By making one monthly payment to Payplan that they can comfortably afford, all of their creditors will receive a fair pro-rata payment, with no fee removed.

As an established and respected company, Payplan have outstanding success with getting creditors to freeze the interest and charges placed on our clients accounts. This represents a significant reduction in the length of time it takes to clear the debts.

Debt Management Plans have become, by far, the most popular solution for those who contact Payplan.

### **IVA’s with No-Upfront Fees**

As one of the countries leading providers of IVA’s with over 15 years of experience in insolvency proceedings, Payplan can offer a wealth of experience to those wishing to avoid bankruptcy, but are unable to clear their debts in full.

Our “no up-front fees” policy has been in place since we began, as we do not believe that debtors should have to pay £1,000’s just to see if proposals for an IVA will be accepted.

There will always be costs associated to IVA’s but it is unfair to overcharge or expect an individual with serious financial problems to find £3,000 set-up fee to pay an Insolvency Practitioner – just for the arrangement to be rejected by the creditors, leaving the debtor in a much worse position than when they started.

IVA’s allow the debtor to regain their financial freedom, usually after a period of five years after they have repaid an affordable proportion of their debt.

### **Bankruptcy Guidance**

Bankruptcy proceedings are a daunting ordeal and there is still a great deal of stigma associated with the process. At Payplan we are able to talk people through the exact steps in plain English, as court processes can often be engulfed in ambiguities and contradictions.

If you need help with budgeting advice, or a solution to your debt problem then call Payplan on freephone 0800 716 239 to speak with an experienced Debt Adviser. Payplan offer free, impartial advice to over 60,000 people every year, and can help make your life less stressful and more enjoyable.

