

We list below additional websites, for your information, that may prove to be of assistance:

Credit Reference Agencies

www.experian.co.uk

www.equifax.co.uk

www.callcredit.co.uk

Financial Services Authority

www.moneyadeclear.org.uk/

The Law Society

www.lawsociety.org.uk/

choosingandusing/findasolicitor.law

The Council of Mortgage Lenders

www.cml.org.uk

Pensions

www.pensionsadvisoryservice.org.uk

www.pensions-ombudsman.org.uk

Association of British Credit Unions Ltd

www.abcul.coop

Tax and Benefits

www.taxaid.org.uk

Christians Against Poverty

www.capuk.org

The Insolvency Service

www.insolvency.gov.uk

Illegal Lending

Should you be subject to the attentions of an unlicensed money lender, we suggest that you report them to Suffolk Trading Standards or visit the national trading standards website at www.tradingstandards.gov.uk

Disclaimer Notice

The Ipswich and Suffolk Credit Union Limited are unable to provide financial advice. This brochure is intended as an information source and should not be read as offering specific recommendations or proposals.



Registered under the Co-operative and Community Benefit Societies and Credit Unions Act 1965 No. 658C

Authorised & Regulated by the Financial Services Authority No. 213756

Member of the Association of British Credit Unions Ltd.

Deposits are protected by the Financial Services Compensation Scheme



ARREARS

**DON'T
IGNORE
THEM!**

Ipswich & Suffolk Credit Union Ltd.

61/63 Austin Street, Ipswich. IP2 8DF

Tel. 01473 690690

www.iscu.org.uk

office@iscu.org.uk

If you are behind with payments and have received an arrears notice it is important that you do not ignore the situation. Be assured that a creditor will not simply write off your debt because you fail to reply to them.

- **Contact the organisation you owe money to.** Let them know you are having problems, they may be able to discuss options for repaying the debt.
- **Free and independent advice is available to you.** Details are listed further in this brochure.
- **Pay priority debts first.** Examples are: mortgage, rent, council tax, gas, electricity.
- **Think carefully before entering into additional borrowing to repay existing debts.** Seek advice, especially with regard to secured loans as your property may be at risk and you WILL pay more in the long term.

Doing nothing WILL make things worse. The lender is entitled to take legal action against you and when this happens you will pay more in interest, charges, and fees. Missed payments may affect your credit rating and will make it more difficult for you to obtain credit in the future.

A creditor has rights in law to recover their money. These are expensive, and you the borrower will be charged with the costs and fees.

Their remedies range from a simple application to the County Court for questioning as to why the debt is not being repaid to a Legal Charge against your property.

Redundancy

If you have been, or are about to be made redundant there are numerous employment laws that come into play. For guidance the TUC website: www.worksmart.org.uk will be of assistance.

If you are a trades union member contact details are available at www.tuc.org.co.uk/tuc/unions_main.cfm.

A government website is also available: www.acas.org.uk which gives clear and impartial advice in resolving issues in the workplace.

If you are unemployed, an advisor can be contacted at Jobseekers Direct on 0845 6060 234. The internet can also be used and some principle job search sites are: www.totaljobs.com

www.monster.co.uk and www.fish4.co.uk

If you need help in creating or updating your CV try www.cvbuilder-advice-resources.co.uk.

Benefits

Whether you are employed or not make sure that you are claiming available benefits. There are many websites to assist you, try www.turn2us.org.uk as a first step.

Are you getting all of the grants that are available for heating your home? The following list of websites should be viewed first.

www.energysavingtrust.org.uk,
www.britishgasenergytrust.org.uk,
www.edfenergytrust.org.uk

Debt Advice

Many organisations exist to help and they offer free independent advice, these include the National Debt Line at www.nationaldebtline.co.uk and the Consumer Credit Council, www.cccs.co.uk.

The Citizens Advice Bureau (CAB) can be contacted at: www.adviceguide.org.uk.