

# Negotiating with Creditors

**When writing to creditors it is important that you include:**

- A detailed financial statement
- A list of all your debts
- Any relevant background information on your present circumstances
- A request to freeze interest and charges

A creditor may pass your details on to a debt collection agency. They often do not send on other information such as your financial statement or offer. You may feel that letters from the collection agency are more threatening but they have no greater powers than the creditor. If this happens you should send a copy of your financial statement and offer to the collection agency and deal with them directly.

Please see our sample letters below which may help you when writing to your creditors. Alternatively you can contact Advice Works directly to get further support from one of our Money Advisors.

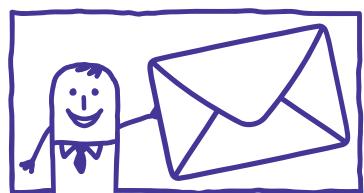
## Getting in touch



[www.renfrewshire.gov.uk/adviceworks](http://www.renfrewshire.gov.uk/adviceworks)



**HELPLINE**  
**0300 300 1238**  
**10am-4pm Monday to Friday**



Visit or write to:  
Advice Works, 25 Church  
Street, Johnstone PA5 8FA

## Pro-rata Sample Letter

Your Address

Date

Creditor's Names

Creditor's Address

Dear Sir/Madam

ACCOUNT REFERENCE NUMBER .....

I/we refer to the above account and write to advise you that my/our financial circumstances have changed since making the agreement.

I am/we are not in a position to make the agreed repayments at present because \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I/we enclose a financial statement detailing my/our current financial situation. I/we are left £\_\_\_ per week/month to pay towards our debts.

I/we have divided the money available on a pro-rata basis, offering each creditor an equitable share of the available funds. In view of my/our present situation, I/we would ask that you agree to accept the offer of £\_\_\_ per week/month. I/we would also request that consideration is given to freezing interest and any other charges on the account to help my/our current situation.

Should my/our circumstances improve I/we will contact you to increase payments.

I/we would be grateful if you could send me details of the payment options available and any necessary forms or payment books to enable me/us to make payment.

Thank you for your assistance in this matter and I/we look forward to your reply as soon as possible.

Yours faithfully,

Your signature

Your name in print

# Token Payment Sample Letter

Your Address

Date

Creditor's Name

Creditor's Address

Dear Sir/Madam

ACCOUNT REFERENCE NUMBER .....

I/we refer to the above account and write to advise you that my/our financial circumstances have changed since making the agreement.

I am/we are not in a position to make the agreed repayments at present because \_\_\_\_\_

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I/we enclose a financial statement detailing my/our current financial situation. I/we will attempt to reduce my/our essential outgoings to enable me/us to make a token payment.

In view of my/our circumstances I/we would be grateful if you could accept a token payment of £\_\_\_\_ per month. I/we would also request that interest and any accruing charges are frozen to help alleviate my/our situation.

Should my/our situation improve, I/we will contact you to increase my/our payments.

I/we would be grateful if you could send me details of the payment options available and any necessary forms or payment books to enable me/us to make payment.

Thank you for your assistance in this matter, and I/we look forward to your reply as soon as possible.

Yours faithfully,

Your signature

Your name in print

# No Offer Sample Letter

Your Address  
Date

Creditor's Name  
Creditor's Address

Dear Sir/Madam

ACCOUNT REFERENCE NUMBER .....

I/we refer to the above account and write to advise you that my/our financial circumstances have changed since making the agreement.

I am/we are not in a position to make the agreed repayments at present because \_\_\_\_\_

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I/we enclose a financial statement detailing my/our current situation. I/we have insufficient funds to make an offer of payment to my/our debts.

In view of my/our circumstances may I/we ask that you consider holding this account for a three month period after which, hopefully my/our circumstances will have improved.

May I/we also request that consideration is given to freezing interest and any charges to help alleviate my/our problem at present.

Your assistance in this matter is greatly appreciated and I/we look forward to your reply.

Yours faithfully

Your Signature  
Your name in print