

Repayment difficulties - your options

Circumstances change and sometimes you can find yourself in financial difficulties, even with the best of planning. Taking steps to put this right as soon as possible can help make sure the problem doesn't get any worse.

If you have difficulty repaying your loan, we have a range of services to help, subject to income and expenditure:

Loan Re-write

The aim of a loan re-write is to make your loan repayment more affordable. This can be achieved in a number of ways.

Payment Arrangement

Once we gain an accurate understanding of your income and expenditure, we can work out an affordable payment based on these figures. We could accept this payment on a temporary basis (for example, if you have lost your job but expect to find employment in the near future) or until your arrears have been paid off. This option may make obtaining future credit with us and other lenders more difficult.

A photograph of a woman with long, wavy blonde hair sitting at an outdoor cafe table. She is wearing a black jacket and a red scarf, and is looking down at a smartphone in her hands. On the table in front of her is a white cup of coffee and a small white bottle. The background shows a street with buildings and other people, slightly out of focus.

**To discuss your options,
call us today on
0141 274 5409**

Collections process

If we notice that you've missed a loan repayment with us we'll contact you to discuss your situation, and offer help to put things back on track. We'll make several attempts to get in touch via phone, text, email and post, and will do our very best to sort things out directly with you. If we don't hear anything from you after 36 days, our final step would be to refer your account to a solicitor for legal action. Here's a timeline of the steps we'll take:

Day 1

We'll try to contact you via phone/text/email to advise that you've missed a payment and discuss your options. If we're unable to contact you we'll send you a letter advising you that you have 10 working days to contact us/make payment.



Day 15, 24 and 31

If we don't hear from you by day 15, we'll try to contact you again by phone/text/email and if we don't get a response from you we'll send you another letter stressing the importance of getting in touch to let us help sort things out. This process will be repeated on the 24th and 31st day if we still haven't had any contact with you.



Day 36

We will attempt to contact you via phone/text/email one last time.



Day 37

If we have had no response to any of our attempts to contact you, your account will be outsourced to a solicitor for legal action to commence.

Each missed payment will be reported to credit reference agencies and may have an adverse effect on your credit score. If seven payments are missed, a default is registered with credit reference agencies, which will appear on your credit file for up to 6 years.