

Repayment difficulties - your options

Circumstances change and sometimes you can find yourself in financial difficulties, even with the best 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 white hair and a red patterned scarf, sitting at an outdoor cafe table. She 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 daily 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 180 days, our final step would be to refer your account to a solicitor for legal action or instruct a debt recovery company. Here's a timeline of the steps we'll take:

Day 1 - Arrears Letter Sent Out

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 that you contact us/make payment.

Day 45 and 90 - Further Arrears Letters

If we don't hear from you by day 45 despite our attempts at communication, we'll send you another letter stressing the importance of getting in touch with us to let us help sort things out. This process will be repeated on the 90th day if we still haven't had any contact with you. We will continue to attempt communication via phone/text and email.

Day 135 - Final Arrears Letter

We will send a final arrears letter and attempt to contact you via phone/text/email one last time.

Day 180 - Instruct Solicitors/Debt Recovery Company

If we have had no response to any of our attempts to contact you, this is where we decide on the next course of action, either instructing solicitors or a debt recovery company.

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.