Reply to a Debt Collector Handling an Account for Your Lender

FCA CONC 7.3.4R · CONC 7.3.5G(3) · CONC 7.3.5BR

YOUR NAME
[YOUR FULL NAME]

YOUR ADDRESS
[YOUR ADDRESS]

DEBT COLLECTOR
[COLLECTOR'S NAME AND THE ADDRESS ON ITS LATEST LETTER]

DATE
[DATE]

ACCOUNT REFERENCE
[COLLECTOR'S REFERENCE] ([ORIGINAL LENDER] ACCOUNT [ACCOUNT NUMBER])

Dear [COLLECTOR'S NAME],

I am writing in response to your letter dated [DATE] about my [ORIGINAL LENDER] account. I understand you are handling this account on behalf of [THE LENDER OR OWNER NAMED IN YOUR LETTER].

I am struggling financially[, AND THIS IS AFFECTING MY MENTAL AND EMOTIONAL HEALTH]. I have worked out my budget, and after my priority bills and essential living costs I can afford to pay £[AMOUNT] a month towards this account.

[IF IT APPLIES:] I have been paying £[AMOUNT] a month to [ORIGINAL LENDER], and I would like to continue at that amount.

Please send me the details needed to set up a standing order. Please confirm that this plan is in place, or let me know if you need anything else.

Please contact me in writing at the address above.

Regards

YOUR FIRST NAME
[YOUR FIRST NAME]

> *For a collector such as Moorcroft that is collecting for your lender. Check how old the debt is first: if it may be more than six years since your last payment or signed written acknowledgement, do not send this letter yet. Base the amount on your own budget, and if the collector asks how you worked it out, send your Budget Planner summary. Keep a copy and proof of sending. Full explanation: therealdebtguy.com, search Moorcroft.*

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