

Token Payment Offer

Temporary Hardship · Nominal Monthly Payment

YOUR NAME

[YOUR FULL NAME]

YOUR ADDRESS

[YOUR FULL ADDRESS, POSTCODE]

THEIR NAME / COMPANY

[CREDITOR OR DCA NAME]

THEIR ADDRESS

[THEIR FULL ADDRESS, POSTCODE]

DATE

[DATE]

REFERENCE

[ACCOUNT OR REFERENCE NUMBER]

Dear Sir or Madam,

RE: Token Payment Offer · Account [REFERENCE]

I refer to the account above.

I am currently in a period of financial hardship. After paying priority debts and essential living costs, I do not have sufficient disposable income to make a full contractual repayment to your firm.

The reason for my hardship is:

[BRIEFLY EXPLAIN: JOB LOSS, ILLNESS, REDUCED HOURS, RELATIONSHIP BREAKDOWN, ETC.]

I enclose an Income and Expenditure statement showing that I have £[AMOUNT] per month available across all non-priority creditors.

I offer a token payment of £1 per month for a period of six months, to be reviewed at that point. This is offered on the basis that:

- Interest, fees and charges on the account are frozen with immediate effect for the duration of the arrangement.
- No further collection or enforcement action is taken while the arrangement is honoured.

This offer is made in line with FCA guidance under CONC 7.3.4R and CONC 7.3.5G, which requires firms to treat customers in financial difficulty with forbearance and due consideration.

Please respond in writing to the address above with your acceptance and the payment details. I do not consent to communication by telephone.

This letter is not an acknowledgement of the alleged debt for the purposes of Section 29 of the Limitation Act 1980.

Yours faithfully,

SIGNATURE
[SIGN HERE]

PRINT NAME
[YOUR FULL NAME]

| *Enclosed: Standard Financial Statement showing income, expenditure and disposable income.*