

**ASSET  
FINANCE**



# Help and support

When you need it

[aldermore.co.uk](https://www.aldermore.co.uk)

**Aldermore**

# We're here to support you

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**We understand that sometimes you might need help with your finances if the unexpected happens. If you're worried about making payments, it's important you get in touch with us as soon as possible.**

If you're going through a difficult and stressful time, please contact us as soon as possible. Talking to us won't affect your credit file. If you agree to an arrangement with us then this may be reflected on your credit file, but this would happen if you missed payments anyway.

We'll talk through some options that could make your payments more manageable, or give you some room to breathe. Any conversations with our team are in confidence. They will be sympathetic to your concerns and positive about how they can help.



# Worried about making payments?

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It's important you get in touch with us as soon as possible. Our dedicated team are here to offer support and they'll work with you to help find a solution.

There are independent debt agencies who can offer support through difficult times which we've listed later in this guide.

## Income and Expenditure form

We'd recommend you complete our income and expenditure form before contacting us, so we have a clear picture of your monthly expenses and how we can best support you.

Once completed, a member of our Financial Assistance team will assess how we can tailor support to you. An Income & Expenditure form is a great tool to give clarity on your finances. It takes into consideration every type of expense and income, and at the end you will be able to see how much you have remaining. If there are funds remaining, this is called a surplus. If there are no funds remaining, this is called a deficit. We use this outcome to make sure the support we offer you is tailored to your needs – today and months down the line.

You can find our online form at [aldermore.co.uk/asset-finance-money-worries](https://aldermore.co.uk/asset-finance-money-worries)



# Impacts of missing payments

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It's not great to hear, but it's important to be aware of what can happen if you stop making repayments. It's going to affect your credit file, and a poor credit score could mean:

- You get rejected for future credit applications
- It could affect your ability to get credit in the future
- It could affect anyone who is financially associated with you (for example through a joint bank account or credit account) and impact their ability to get credit

If you continue to miss payments we could apply fees to your agreement, and as a last resort, take legal action to repossess your asset to recover the amount you owe us.

## Prefer another person to talk to us on your behalf?

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If you're not feeling up to talking to us, you can advise that you want someone else to speak to us on your behalf.

In line with Data Protection laws, you'll need to give your permission before we can speak to them. Please let us know on **0118 955 6675** or at **[forbearance@aldermore.co.uk](mailto:forbearance@aldermore.co.uk)**.

While we can speak to someone else about your agreement, only you can make changes to it.

# What we'll talk about

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We know speaking about finances can be daunting, so to help you prepare, here are the types of things we'll talk about during the call:

- Discuss your situation so we can understand any issues you're experiencing
- Ask you about your income and outgoings and any debts\* you may have
- Explore potential solutions to your situation for example, we'll see if we can make changes to your agreement, such as moving your payment date
- Provide independent contacts if you would like more financial advice or support

\*Please note we're unable to provide you with advice about debts you may have with other organisations.

## Ways to pay

There are plenty of benefits to setting up your Direct Debit payments, especially at a time of rising living costs. It's quick and easy to set up, and it could help you stay on top of your bills.

You can change your payment date after you've made your first two monthly payments. We can collect payments on any dates between the 1st and 28th of each month.

If you'd like to change your payment date, or make a manual payment, please call us on **0118 955 6675**.





# Steps to get back on track

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The tips below are designed to help you get your finances back on track:

- Review your budget
- Download our income and expenditure form at [aldermore.co.uk/asset-finance-money-worries](https://www.aldermore.co.uk/asset-finance-money-worries)
- Review your monthly income and outgoings
- Consider your financial priorities. Always ensure that you pay essential bills first. These will include: mortgage repayments, council tax, utility bills, home and car insurance

Contact your creditors\* and let them know about your situation. Although they may encourage you to make full repayments, it's always best to be open and clear about your situation and let them know how much you can realistically afford to pay. You can then work with them to come up with a repayment plan.

## Need more information?

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If you'd like independent debt advice there's a range of services available including government agencies, free advice agencies and others that charge a fee. The services below will help you with carrying out an assessment, budgeting and offer a full tailored solution for your circumstances.

**Money Advice Trust** – [nationaldebtline.org](https://nationaldebtline.org) or 0808 8084000

**Citizens Advice** – [adviceguide.org.uk](https://adviceguide.org.uk)

**PayPlan** – [payplan.com](https://payplan.com) or 0800 280 2816

**Financial Conduct Authority** – [www.fca.org.uk](https://www.fca.org.uk) for guidance on how to prioritise your debts and budget planning

**Money Helper** - [moneyhelper.org.uk/en](https://moneyhelper.org.uk/en)



# Other useful organisations

## **Bereavement Support**

[www.cruse.org.uk](http://www.cruse.org.uk)  
0808 808 1677

## **Benefit Information**

[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

## **Mind**

[www.mind.org.uk](http://www.mind.org.uk)  
0300 123 3393

## **Alcohol Addiction**

[www.drinkaware.co.uk](http://www.drinkaware.co.uk)  
0300 123 1110

## **Cancer Support**

[www.macmillan.org.uk](http://www.macmillan.org.uk)  
0808 808 0000

## **Gambling Addiction**

[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)  
0330 094 0322

## **Samaritans**

[www.samaritans.org](http://www.samaritans.org)  
116 123

## **Drug Addiction**

[www.ukna.org](http://www.ukna.org)  
0300 999 1212

## We're here to help

If you have money worries, please get in touch.

Call us: **0118 955 6675**

Email us: **[forbearance@aldermore.co.uk](mailto:forbearance@aldermore.co.uk)**  
Monday to Friday, 9:00am to 5:00pm

Visit: **[aldermore.co.uk/asset-finance-money-worries](http://aldermore.co.uk/asset-finance-money-worries)**



# Aldermore

**We want to make you aware that any missed payments could negatively affect your credit rating and lead to further action.  
T&Cs will apply, subject to status and affordability. Any asset used as security may be at risk if you do not repay any debt secured on it.**

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