



**PremFina Ltd**  
Lansdowne House  
1st Floor  
57 Berkeley Square  
LONDON, W1J 6ER

**Private and Confidential Addressee Only**

MR D. USER97  
97 TEST STREET  
TEST TOWN  
TE5T 97

29th April 2020

Dear MR USER97,

**DIRECT DEBIT ERROR ON YOUR LOAN AGREEMENT**

**Premium Finance Loan Agreement Number: 000005236**

We refer to the insurance premium finance loan provided to you by PremFina Ltd in respect of your insurance policy with Demo Broker. We are writing because you are in arrears under your loan agreement.

We note that your last instalment of £xx which was due on 15th March, 2020 was not received due to non payment. Under the terms of your loan agreement, punctual payment of the instalments is essential. As your instalment was not paid on time, you are now in breach of your loan agreement.

The outstanding amount of £xx is due by 11th March, 2019. Please contact us on 012345678912 to make payment and provide us with up to date bank account details if necessary, as soon as possible but within the date outlined above.

**What happens next....**

If the payment of the above amount is not received in full by the 11th March, 2020, we'll send you a Default Notice. The purpose of that notice is to provide further detail about your breach of the loan agreement and to set out the action PremFina Ltd intends to take if payment is not received. If you fail to take the action specified in the Default Notice, PremFina Ltd will have no option but to terminate the loan agreement and take steps to cancel the insurance policy/ies which have been financed by that loan. At that stage, PremFina Ltd will ask us to pay any refund of the premium to them so that it can be used as payment towards the outstanding balance of your loan. Please note that if there is still a shortfall after the refund has been applied to your account, you'll be required to pay that amount.

If you're experiencing financial difficulties in making the payments and bringing your account up to date, please note that free independent advice and assistance can be obtained from specialist organisations, which include those on the attached information sheet.

We're here to help, so should you wish to discuss your arrears or if you have any further questions, please contact us on 012345678912.

Please note calls will be monitored and recorded for training purposes.



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Yours sincerely

**Head of Client Services**  
**Tel: 012345678912**  
**support@premfina.com**

SAMPLE COPY

# Arrears

## Information sheet

No.001

If you are behind with payments and have received an arrears notice here is some important information to help you.

### Don't ignore the problem

- **Work out how much money you owe.**  
To do this, you will need to make a list of all the organisations you owe money to. A debt adviser can help you.
- **Contact the organisations you owe money to.**  
Let them know you are having problems. They may be able to discuss options for paying back what you owe.
- **Get free help and advice.** Your rights and options depend on the type of agreement, and the law can be complex. You can get free independent help and advice from a number of organisations – see over for details.
- **Put priority debts first.** Some debts are more urgent than others because the consequences of not paying them can be more serious than for other debts, for example, mortgage, rent, council tax/ rates, or gas or electricity arrears. A debt adviser can help you to budget to keep your finances under control.
- **Think carefully before borrowing money to repay debts.** Get advice before borrowing against your home – you will pay more in the long run and you risk losing your home.
- **You may be able to ask a court for more time to repay a debt** – but only in some circumstances. Speak to a debt adviser before considering court action. Keep copies of letters and emails in case these are needed by the court.

### Doing nothing could make things worse

- The lender could take legal action against you, and you could end up paying more in interest and charges. Missed payments could affect your credit rating and make it more difficult to get credit in future.

See over for details of where to get help and advice.

## Help and advice

You can contact the following not-for-profit organisations for free, confidential and impartial debt advice, or for details of where to get such advice in your area.

### Money Advice Service

For free, unbiased and easy-to-access money tools, information and advice, visit [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) or phone 0800 138 7777 to speak to a Money Adviser.

### Money Advice Scotland

If you live in Scotland, phone 0141 572 0237 or visit [www.moneyadvicescotland.org.uk](http://www.moneyadvicescotland.org.uk) to find contact details for debt advice in your local area.

### Citizens Advice

For advice and information on debt and other topics, visit your local Citizens Advice (address in the phone book) or go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

### Citizens Advice Northern Ireland

If you live in Northern Ireland, phone 0800 028 1881, email [debt.advice@citizensadvice.co.uk](mailto:debt.advice@citizensadvice.co.uk) or visit [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk) for debt advice.

### Citizens Advice Wales

If you live in Wales, you can call Adviceline on 0300 330 1313 if you want to speak to someone about your debts. Calls cost 12p per minute from a landline, and from 3p to 45p from a mobile or visit [www.citizensadvice.org.uk/wales/debt-and-money/help-with-debt/get-help-with-your-debts/get-help-with-your-debts](http://www.citizensadvice.org.uk/wales/debt-and-money/help-with-debt/get-help-with-your-debts/get-help-with-your-debts).

### AdviceUK

Member centres offer debt advice including specialist advice for minority communities and people with disabilities – [www.adviceuk.org.uk](http://www.adviceuk.org.uk) or phone 0300 777 0107.

### Christians Against Poverty (CAP)

For free debt advice in your home, check post code coverage at [www.capuk.org](http://www.capuk.org) then call 0800 328 0006.

### National Debtline

If you live in England, Wales or Scotland phone 0808 808 4000 or visit [www.nationaldebtline.org](http://www.nationaldebtline.org) for debt advice and information.

### StepChange Debt Charity

For debt advice throughout the UK phone 0800 138 1111 or visit [www.stepchange.org](http://www.stepchange.org).

## Other useful organisations

### Civil Legal Advice

You may get legal aid if your home is at risk. Check at [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice) or phone 0845 345 4345.

### Financial Ombudsman Service

If you have a complaint that you can't resolve with your lender, the Financial Ombudsman Service may be able to help – phone 0300 123 9123 or 0800 023 4567 or visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).