

Are you experiencing financial difficulties?

If you're having trouble paying your loan, we want to try and help you. This leaflet explains how we will try to work with you to resolve payment difficulties and also what steps you should take to get help and support.

At Swift, our staff are trained to deal with payment difficulties and to look carefully at your individual circumstances. We will treat you fairly and work with you to try to keep you in your home if you're experiencing payment difficulties. If you have not already done so, it is important that you contact us straight away.

If you're in financial difficulty, you should:

- Tell us as soon as possible if you're having problems making payments.
- Contact us promptly if we've tried to contact you.
- Consider seeking advice on debt and money issues from a free and independent agency (for example, your local Citizen's Advice Bureau).
- Make sure you keep any other people responsible for paying the mortgage up-to-date with what is happening.
- If you're on low income, check whether you're entitled to any state benefits, tax credits or support with payment of your mortgage interest which could help to increase your income.
- If you've become unemployed, had an accident or are too sick to work, check whether you have a Payment Protection Insurance Policy that may pay out benefits to you.
- Keep to any payment arrangement that we agree with you or let us know promptly if there's a change in your circumstances which may affect the arrangement.
- Tell us if you move address.

We will:

- Contact you as soon as possible following any missed payment to discuss financial difficulties with you and work with you in order to try and resolve any payment difficulties.
- Provide you with details of free independent debt advice agencies (such as the Citizen's Advice Bureau or the StepChange debt charity).
- Work with a debt advice agency that is helping you, if you want us to.
- Only start legal proceedings to recover sums due to us or take steps to obtain possession of your home as a last resort. We would much rather discuss your situation with you and, where possible, agree to an alternative course of action.

Depending on your situation, we may be able to:

- Arrange a new payment plan which is affordable to you. This may include agreeing a temporary period of reduced payments or a change to the type of mortgage you have in order to make payments more affordable.
- Where possible, change the way you make your payments or the date you make them on.
- Arrange for a Field Agent to visit you to discuss your financial circumstances (the cost of this can be added to your loan).
- If you decide to sell your home yourself, allow you a reasonable period of time during which to market and sell it.

It is important that you keep us informed about your circumstances if you're unable to keep up with any payment arrangement we have with you.

We're committed to working with you but in certain circumstances we may have to take action against you if you don't keep up with your mortgage repayments. This may involve us going to court to get back any money you owe us, or to repossess your property.

Useful contacts

If you are having difficulties paying your mortgage or you're struggling financially to keep up with your day-to-day bills, there are a number of organisations you can contact for free, independent advice about budgeting and managing your debt.

Citizens Advice Bureau (CAB) – www.adviceguide.org.uk

Citizen's Advice Scotland (CAS) – www.cas.org.uk

Northern Ireland Association of Citizen's Advice Bureau
www.citizensadvice.co.uk

Look in the Phone Book or on the CAB website for the telephone number of your local bureau.

National Debtline
0808 808 4000 (freephone)
www.nationaldebtline.org

Provides a free, confidential and independent telephone advice service.

StepChange Debt Charity
0800 138 1111
www.stepchange.org

Offers a structured programme of advice on how to manage your money.

Advice UK
020 7407 4070
www.adviceuk.org.uk

All members provide free and confidential advice.

Shelter
0808 8004444
www.shelter.org.uk

A charity offering advice on debt and housing issues.

Northern Ireland Housing Rights Service – **028 9024 5640**
www.housingrights.org.uk

The Money Advice Service
0300 500 5000
www.moneyadvice.service.org.uk

If you are on low income, are unemployed or are in receipt of benefits you might be entitled to support for your mortgage/loan or additional benefits.

Benefit Enquiry Line
0800 882 200
www.direct.gov.uk

Department of Work and Pensions helpline on disability benefits

Turn 2 Us
0808 802 2000
www.turn2us.org.uk

Helps you to do your own benefits calculation.

Department for Work and Pensions
www.dwp.gov.uk

Child Benefit – **0845 302 1444**
Tax Credit – **0845 300 3900**

If you have a complaint

At Swift we do everything possible to make sure that our customers receive the best possible service and are treated fairly. There may be times, however, where we do not get things right first time and the service you receive falls short of both our expectations. If you're not completely happy with any aspect of our service, please let us know.

We hope to resolve any complaint to your satisfaction. However, if you are not satisfied with our final response, or you have not received a final response from us 8 weeks after you first contacted us, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The FOS provides an independent service for customers and can be contacted at:

The Financial Ombudsman Service

Exchange Tower
London
E14 9SR

Telephone: 0300 123 9 123

www.financial-ombudsman.org.uk

Swift Contact Details

Address: Arcadia House, Warley Hill Business Park,
Brentwood, Essex CM13 3BE

Phone: 01277 359 678 Fax: 01277 359 704

Email: info@swift.co.uk

Web: www.swift.co.uk

Arcadia House, Warley Hill Business Park, Brentwood, Essex CM13 3BE

Swift 1st Limited is authorised and regulated by the Financial Conduct Authority.

Swift 1st Limited administers its own regulated mortgage contracts and those of Swift Advances plc on its behalf.

Swift 1st Limited and Swift Advances plc are both registered in England and Wales under company numbers 5020019 and 1800474 respectively.

Registered Offices: Arcadia House, Warley Hill Business Park, The Drive, Great Warley, Brentwood, Essex CM13 3BE.