



PRESS RELEASE

Covid-19

Over the past week, we have received calls from customers who are becoming increasingly concerned over their ability to maintain payments on their existing Finance Agreements.

We have spoken to our primary funders and they have confirmed that, providing your payments are currently up to date, upon request to their customer services department they will provide an initial three months payment pause/deferral.

In view of the long-term uncertainty, we imagine this will be reviewed on a monthly basis.

We would strongly urge all customers with payment concerns to contact the funders in advance of missing payments and to keep detailed notes of who they have spoken to and when.

It would better if you can email the funders' Customer Services Department, using your agreement numbers as the subject -

(Your agreement numbers/reference can usually be found alongside the payments on your bank statement).

Please do not cancel your direct debit, as this could impact your credit file. Leave it to the funder to suspend the payments.

If you have any other queries, concerns or finance requirements, please do not hesitate to get in touch:

Office Telephone: 01363-881184

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