

# Struggling with money because of coronavirus?

Get help straight away



## Speak to your lender.

You can find your lender's contact details on the letters they send you or on their website.

If you call your lender you may have to wait longer than usual to speak to someone. Don't be put off. Many others are struggling with money and your lender may be getting lots of calls. Stay on the line or contact them through their website or by email.



## How your lender can help

**Ask your lender to help you get back on track.** They can offer help that's right for you. Give your lender all the information you have. Tell them if you have multiple debts so they can take this into account.



### Credit agreements – including personal loans, credit cards, rent-to-own, buy-now-pay-later, payday loans, and motor finance

You may be able to temporarily make reduced or no payments or agree an affordable repayment plan. Your lender may also be able to suspend, reduce, waive or cancel interest, fees or charges.



### Mortgages

You may be able to temporarily make no or reduced payments, extend your mortgage term, or change the type of mortgage you have.



### Overdrafts

Your lender may be able to reduce or waive interest. Or help you reduce your overdraft by moving debt to an alternative credit product, or agree gradual reductions in your overdraft limit and balance.



### Insurance

It is important to have insurance that meets your needs. Your provider can check if your cover is right for you and if your payments can be reduced.



### Payment holidays

If you've taken a payment holiday your lender will be in touch before it ends to see if you need more help.

Payment holidays may not be the best option for you, especially if you have already taken 2 and can't restart payments. If you can afford to restart your repayments, you should do so as it will cost less in the long term.



### Your credit file

Ask your lender how any help you get will appear on your credit file. Even if the support may affect your file, don't let this put you off accepting help if you need it.



### If you're unhappy with your lender

We have information on how to complain on our website.  
[www.fca.org.uk/consumers/how-complain](http://www.fca.org.uk/consumers/how-complain).



## Get free, confidential and impartial advice

### Money Advice Service:

Phone 0800 138 7777 to speak to a money expert or use [typetalk](http://typetalk) at 18001 0800 915 4622.

### Citizens Advice:

For advice and information on debt and other topics, contact your local Citizens Advice Bureau or call [Adviceline](http://Adviceline) England on 0800 144 8848.

### AdviceUK:

Debt advice, including specialist advice for minority communities and people with disabilities.  
[www.adviceuk.org.uk](http://www.adviceuk.org.uk)

### Christians Against Poverty:

Free debt advice for people of any faith or none. To check if they cover your postcode call 0800 328 0006.

### National Debtline:

If you live in England, Wales or Scotland phone 0808 808 4000.

### StepChange Debt Charity:

Free debt advice throughout the UK, phone 0800 138 1111.

### Citizens Advice Scotland:

For advice and information on debt and other topics, contact your local Citizens Advice Bureau or call the helpline on 0800 028 1456.

### Advice NI:

If you live in Northern Ireland, phone 0800 915 4604.

### Citizens Advice Wales:

If you live in Wales, call [Advicelink](http://Advicelink) on 03444 77 20 20 to speak to someone about your debts. Calls cost the same as calls to landline numbers.

### Business Debtline:

If you are self-employed or a small business owner, phone 0800 197 6026.

## Who we are

We are the Financial Conduct Authority (FCA). We regulate the financial services industry in the UK. We protect consumers and promote healthy competition between financial service providers.



0800 111 6768 (freephone) or  
0300 500 8082

[fca.org.uk](http://fca.org.uk)