

# High-cost short-term loans

Here is some important information to help you

Information sheet  
No.004

## Failing to repay on time

Think carefully – rolling over or extending your loan may not be the best option and could make things worse.

If you're feeling overwhelmed, or that you can't cope with your finances there is help available to support your mental wellbeing at this time.

Go to [www.moneyhelper.org.uk/wellbeing](http://www.moneyhelper.org.uk/wellbeing) or phone 0800 138 7777.



## It's time to take action

- **Think carefully before borrowing more.**  
Borrowing more money is likely to worsen your situation.
- **Work out how much money you owe.**  
To do this, you will need to make a list of all those you owe money to. A debt adviser can help you.
- **Identify priority debts and put them 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.

## Discuss options with your lender

- If you are having trouble paying back on time talk to your P2P platform who can suggest ways to repay and make sure it is affordable for you.
- If you don't, you may quickly face increased costs from interest or charges. Missed payments could also affect your credit rating and make it more difficult to get credit in the future.

## Get free help and advice

- People that access advice resolve their issues more quickly than those that don't and hundreds of thousands get free debt advice every year.
- Contact one of these organisations for free debt advice.



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

## Debt advice – help is at hand

**Debt advice is where you get help from people in dealing with your debt. They can help you talk to people you owe money to and set up a repayment plan you can stick to.**

- People that access advice resolve their issues more quickly than those that don't and hundreds of thousands get free debt advice every year.
- Whatever your situation, debt advice can help. Your first port of call should be MoneyHelper's Debt Advice Locator Tool: [www.moneyhelper.org.uk/debt-advice-locator](http://www.moneyhelper.org.uk/debt-advice-locator) or 0800 138 7777 for telephone or +44 7701 342744 for WhatsApp chat.

You can also contact the following not-for-profit organisations directly for free, non-judgemental and impartial debt advice through telephone, online and face to face channels:



### MoneyHelper

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

### Money Advice Scotland

If you live in Scotland, 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 or go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

### Advice NI

If you live in Northern Ireland, phone 0800 915 4604, email [advice@adviceni.net](mailto:advice@adviceni.net) or visit [www.adviceni.net](http://www.adviceni.net) 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](http://www.citizensadvice.org.uk/wales/debt-and-money).

### 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).

### Business Debtline

Offers free and confidential debt advice to the self-employed and small businesses – [www.businessdebtline.org](http://www.businessdebtline.org) or 0800 197 6026.

## 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).

### Samaritans

Call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org) to get help if you're struggling to cope with things. The Samaritans can't offer debt advice, but they can provide free and confidential help and wellbeing support to those in distress 24 hours a day, 365 days a year.