

Get help and advice with Money Worries

Audio transcript

Worrying about money can feel overwhelming – but you're not alone.

We understand the stress of falling behind with payments, and we're here to help.

Together, we'll find a solution to give you the support that you need.

To get things started, you'll need to complete an income and expenditure form.

You can do this on our website, in your own time, or contact our Financial Support Team over the phone or through online chat.

We'll ask some questions, to help us understand your financial situation and the pressures you're facing. We can then build a personalised plan, such as which debts to prioritise.

Need some breathing space? You can also get free, impartial debt advice and support from our charity partners, including StepChange Debt Charity and National Debtline.

If you'd like to do this, we can give you up to 60 days space while you work with them to create a personal action plan.

Asking for help is a positive first step, and we treat everyone who gets in touch with care and respect.

It can feel daunting but the sooner you reach out, the easier it is to relieve your money worries and limit their impact on your credit rating.

Don't wait for things to get better – contact us today, your way.