

Payment Arrangement Request



If you are unable to pay the full balance of your debt immediately, you may request to pay by instalments.

To help us assess your request you need to complete all sections of this form. If you do not provide all the information we need your request may be delayed or rejected, which could result in further recovery action and additional costs.

If you need help to complete this form you can call our Contact Centre on **0333 323 0333**, or contact one of the free independent debt advice services listed on the back of this page.

Your contact details

Full Name:		Mobile Telephone:	
Address:		Home Telephone:	
		Work Telephone:	
Postcode:		Email Address:	

Reference details *(you can find these on any letters you have received from us about this debt)*

Phoenix Reference No:		Client Reference No:	
-----------------------	--	----------------------	--

Employment / benefit information

Employer details:		List any income support/benefits you are receiving:	
Company Name:			
Address:			
Telephone:			
Payroll No:		National Insurance No:	

Proposed Payment Arrangement*

I wish to pay a first instalment of to Phoenix on .

This will be followed by payments of every Week Fortnight Month

I confirm that if my payment arrangement proposal is accepted, I will be bound to the terms of the agreement made with Phoenix Commercial Collections.

I understand that if at any time I do not maintain the terms of my arrangement, Phoenix Commercial Collections reserves the right to terminate the arrangement and request full payment of the outstanding balance.

Signature: Name: Date:

*Some of our clients have restrictions on the maximum term for arrangements. If your proposed arrangement is outside their standard terms we may ask you to provide evidence of your financial circumstances by completing an **Income and Expenditure Details** form.

Send your completed form to us via:

Post:

Phoenix Commercial Collections
PO Box 2160
Bolton, Lancashire BL6 9BR

Email:

contactphoenix@payphoenix.com

Fax:

01604 664 066

IMPORTANT NOTES



REFERENCE NUMBER	You must quote the Phoenix reference number whenever you contact us or make a payment. If you do not provide this number your payment may not be credited to the right account, and you may become liable for further costs.
COSTS	The fees charged by an enforcement agent at each stage of the enforcement process are set out in The Taking Control of Goods (Fees) Regulations 2014, SI 2014:1.
DISHONOURRED CHEQUES	If you pay us with a cheque that is then cancelled, or not honoured by your bank for any reason, your payment arrangement may be cancelled and further recovery action may be taken. This may result in additional costs.
ARRANGEMENTS	Arrangements are agreed on the basis of information you provide to us. You must inform us if your financial circumstances change. If we become aware of new information that affects the agreed terms, or if you do not maintain the agreed payment schedule, we reserve the right to cancel the agreement (which may be without notice) and continue action against you. This may result in additional costs.
RECEIPTS	If you require a receipt for postal payments, please include a stamped, self-addressed envelope with your payment.
DIRECT PAYMENTS	If you make a payment to our client after receiving this notice, you will still have to pay any enforcement fees added to your debt. These fees are statutory charges set out in The Taking Control of Goods (Fees) Regulations 2014 and must be paid when a case has been passed to an enforcement agent.
THIRD PARTY COMMUNICATIONS	If you wish for someone else to talk to us about your debt, for example a family member or debt adviser, you must provide us with a signed authority saying that they have the power to act on your behalf.
RECEIPT OF COMMUNICATIONS	Any communication sent by Phoenix via the postal system, electronically or delivered by hand will be deemed as having been received.

Please do not ignore this matter, as it won't just go away.

FREE INDEPENDENT DEBT ADVICE

If you would like to discuss your debt with an independent adviser, at no cost to you, you can contact one of the organisations below.



PayPlan
Tel: 0800 280 2816
www.payplan.com



Christians Against Poverty
Tel: 01274 760 720
www.capuk.org



Step Change
Tel: 0800 138 1111
www.stepchange.org



Citizens Advice
Tel: 03444 111 444
www.citizensadvice.org.uk



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



National Debtline
Tel: 0808 808 4000
www.nationaldebtline.org



Advice UK
Tel: 0300 777 0107
www.adviceuk.org.uk



UK Government online
www.gov.uk