

Money Advice

**Liverpool Central Citizens Advice
Bureau
1st Floor, State House
22 Dale Street
Liverpool
L2 4TR
TEL: 0151-285-8534**

Information Sheet for Clients

You have sought assistance from the Liverpool Central Citizens Advice Bureau Money Advice Unit.

We are committed to providing a quality Money Advice Service which is free, confidential and impartial and confidential.

In order for us to assist you we require you to:

Contact your creditors and obtain an up to date balance figure for each creditor, including bank overdrafts.

Complete the attached creditor's sheet (even if you have no arrears). This information is essential if we are to negotiate with your creditors.



If you are unable to attend an appointment please contact us immediately on 0151-285-8534 otherwise we will be unable to act upon your behalf.



THE MONEY ADVICE PROCEDURE

INCOME

We will assess your current income and maximise this if possible eg. By identifying entitlement to welfare and disability benefits and tax credits.

EXPENDITURE

We will work out how much money you have to pay out each week/month, to cover your essential living expenses eg. Mortgage, rent, council tax, fuel water and telephone etc as well as allowing enough for food, housekeeping, clothing and travel.

DEALING WITH EMERGENCIES

We will deal with any immediate problem or emergency, such as court action eg. Bailiffs and disconnections—we will contact the creditor concerned to hold recovery action and negotiate on your behalf.

DEALING WITH PRIORITY CREDITORS

We will deal with your creditors on a priority basis. A creditor is classed as a priority depending on the sanctions they can take against you if they are not paid. For example, if you don't pay your mortgage or rent your house can be repossessed. Non payment of gas and electricity can result in disconnection. Non payment of Council Tax can result in court action and bailiffs. Court fines are also a priority. We aim to assist you to budget to meet such priority expenditure first.

NEGOTIATE WITH NON-PRIORITY CREDITORS

Other creditors, such as credit and store cards, catalogues and unsecured personal loans, can take you to court if you don't keep up the payments. The court will take your circumstances, income and expenditure into account and may agree a reduced payment. Often negotiation with your non-priority creditors to agree repayments can prevent the matter going to court.

PRODUCE A FINANCIAL STATEMENT

A financial statement will generally be produced to show all your income and essential expenditure, and list all of your creditors and offers of payment. It will also detail your personal circumstances (eg. health and change of circumstances). This can be invaluable when negotiating with creditors.

The aim of our Money Advice service is to enable people to take control of their financial affairs. Once offers of repayment have been made to your creditors, you will be expected to maintain regular payments and deal with any future reviews by the creditors yourself

Bring the following documents and information with you:-

- Income Details for previous month for you and your partner (eg. Wage slips, and Social Security benefits, tax credit awards, student loan and bursary notification, pensions, details of self-employed earnings)
- Details of any savings and investments
- Mortgage account details and most recent mortgage statement
- Second Mortgage (Secured Loan) details including loan agreements.
- Endowment policies
- Rent book and rent statements, Tenancy agreement
- Insurance Details (Buildings, Contents, Payment Protection Policy – Life Insurance).
- Council Tax/ Community Charge bills and demands for payment.
- Housing Benefit/Council Tax Benefit award
- Letters from Bailiffs
- Gas and Electricity Bills
- Water rates bill/statement and arrears details.
- Creditors, letters, statements and original consumer credit agreements. for credit cards, storecards bank and personal loans etc. (Even If You Have No Arrears)
- County Court Claims (Judgement Orders and enforcement orders).

*** Bank Statements**

*** Post Office Statements**

- Details of Magistrates Court Fines
- Details of Maintenance arrangement/orders and arrears
- Tax and National Insurance arrears details
- Catalogue and doorstep collection details
- Details of and Social Security and Tax Credit overpayments

Liverpool Central Citizens Advice Bureau helps many people who are experiencing debt problems and there is a great demand upon our service. Because we wish to offer our money advice service to as many people as possible and because our resources are limited, we expect your full co-operation, not only in providing the information that we need to assist you, but to attend appointments when requested and to adhere to the arrangements that we negotiate on your behalf. We would also expect you to inform us immediately when there have been changes in your circumstances and keep us informed of correspondence from creditors. If you fail to do so we may close your case.

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