

WELCOME TO PAYPLAN

Who we are:

PayPlan is a trading name of Totemic Limited – a company authorised and regulated by the Financial Conduct Authority to give debt advice, and set-up and administer Debt Management Plans (DMP) and for Scottish residents, the Debt Arrangement Scheme (DAS).

Our debt advice:

PayPlan offers free, no obligation debt advice, and will recommend the most appropriate debt solution available to you. In order to provide this service, we will need to collect information about your personal and financial circumstances. This will include details of your family situation, income, expenditure and creditors. As the data controller of any information we hold about you, we will comply with all relevant data protection legislation.

GDPR policy:

All personal information that you provide to us will be treated in confidence and in accordance with the General Data Protection Regulation we will not sell your data or pass it to any unauthorised third parties. Any data you supply to us will only be processed in accordance with our debt advice and DMP or DAS requirements. Please refer to the privacy policy at www.payplan.com/legal/privacy-policy/ which will outline the data retention period and all your data rights. Alternatively you can request a copy by writing to the address on the enclosed letter, marked for the attention of the Compliance Team.

Debt Management Plans (DMP) and Debt Arrangement Schemes (DAS):

PayPlan can establish and administer DMPs and DASs. This involves:

- Negotiating with your creditors to agree an affordable debt repayment plan.
- Collecting your repayments and distributing them proportionally amongst your creditors
- Keeping you informed of creditor communications.
- Completing an annual review of your DMP or DAS and providing ongoing support during your plan.

The terms and conditions of our DMP or DAS will be provided to you before you commit to it. Amongst other things, the terms and conditions explain your cancellation rights and how we distribute payments to your creditors.

Our fees:

We do not charge fees for providing debt advice, or establishing and administering a DMP or a DAS. We are funded by creditors who recognise the value of the service we provide to help you repay your debts through either a DMP or a DAS. This means that 100% of your repayments will be proportionally distributed to your creditors.

Credit ratings:

Failure to meet contractual repayments in relation to debts will have an adverse impact on your credit rating.

Debt Relief Orders (DRO):

An approved intermediary will work with you to gather further information and submit your application to the Insolvency Service. DROs are formal insolvency solutions and, where appropriate, we will discuss this option with you.

Other solutions:

PayPlan does not directly provide the full range of debt solutions available. However, some of the alternative solutions which might be suitable for you are provided through our associated companies. Where PayPlan (or one of our associated companies named below) provide a solution which appears suitable for you, we will offer you a referral to that service. In the event that you set up a solution with one of our associated companies we may receive a payment from them to help cover the cost of work we have done on your case prior to referral. If you would like to know more about this payment then please speak to a member of our staff. If we are unable to offer a solution from within our group of companies, we will signpost you to a suitable alternative provider.

Company Name	Services	Regulator
PayPlan Partnership Limited	Individual Voluntary Arrangements	Insolvency Practitioners Association
PayPlan Bespoke Solutions Limited	Individual Voluntary Arrangements (for self-employed clients)	Insolvency Practitioners Association
PayPlan Scotland Limited	Trust Deeds (for Scottish residents)	Insolvency Practitioners Association

Free debt counselling, debt adjusting and providing of credit information services is available by contacting MoneyHelper.

(<https://www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/use-our-debt-advice-locator>)