

**Any questions, call our helpline: 01234 836200**

MoneySave Solutions, 7 Franklin Court, Stannard Way, Priory Business Park, Bedford, MK44 3JZ.

**Your review appointment**

The intention of the review is to confirm the most suitable debt solution to Your personal circumstances and preferences. The adviser will need to complete a review of Your current and foreseeable financial circumstances and personal objectives in terms of dealing with Your debts in Your Debt Management Plan (DMP).

Impartial sources of debt advice like The Insolvency Service booklets make clear the actual or potential advantages, disadvantages and risks of each option available to residents in England. The adviser will consider with You any conditions or eligibility criteria that apply for entry into each debt option and which debts may be covered by each option that You are eligible for. Eligibility criteria can change from year to year. A debt solution that You may be eligible for may not be suitable for You, for example, bankruptcy is probably not suitable for someone with meaningful assets (e.g. a homeowner).

The adviser will consider the unsecured debt already in the plan and any other debts outside of the plan. Your payment history into Your plan will be fully considered along with the outcome of the negotiations with the creditors in the plan.

The outcomes from the review appointment will be:

- › We present the debt solutions available for You to make an informed choice
- › We will discuss the advantages and disadvantages of all the debt solutions

available to You, including sources of impartial advice and free-to-consumer service providers

- › Your choice is critical to the sustainability and affordability of the debt remedy selected
- › We will clearly explain any fees or costs (e.g. application costs) that are applicable
- › We will issue a suitability letter reflecting the adviser's recommendation and Your choice

Your choice is critical to the sustainability and affordability of the debt remedy selected. Where You elect to stay on Your DMP then We aim to offer excellent ongoing customer service and regular reviews, which are required at least annually.

We offer access to independent redress through the Financial Ombudsman Service (FOS) if You are unhappy with our service

**About MoneySave Solutions**

MoneySave Solutions is a trading style of Pentagon (UK) Limited and is authorised by the Financial Conduct Authority to provide debt adjustment and debt counselling services on a commercial basis. MoneySave Solutions is the UK's largest fee charging debt solution provider providing face-to-face debt advice. We have been established since 1996 and assisted tens of thousands of clients in financial difficulty through over 300,000 negotiated repayment arrangements.

# Your review appointment

Understanding Your personal circumstances and future objectives

**MoneySave helped me get back in control of my finances**



# Our process

This is our simple 6 stage process for Your DMP review.

## Completing Your review

- › We establish whether there are priorities ahead of Your debts that need to be dealt with
- › We determine Your financial circumstances, the cause of these and Your level of financial vulnerability
- › We complete a statement-of-affairs with You and list all debts, including a review of the unsecured lenders that You owe money to which should be visible on Your Experian Credit Report
- › We determine which payments are a priority, for example:
  - › Mortgage or rent
  - › Council tax
  - › Secured loans
  - › Utilities
  - › Priority arrears payments
  - › Court enforced payments
- › We are able to offer legal support on any pending court action, such as county court judgments (CCJs)
- › We establish an affordable household budget using industry recognised 'trigger figures', this will determine whether there is a deficit
- › We assess whether there are any assets that may need to be taken into account, this can include PPI reclaims

## Suitability Assessment

- › We take account of Your preferences, to establish the debt solutions that You are eligible for
- › We present the debt solutions available for You, discuss the pros and cons of each to allow You to make an informed decision that best suits Your needs

## Reviews & account management

We aim to review You on an on-going basis.

We assess progress on Your overall financial plan and any changes in circumstances and actions required by either You or Us.

We offer online access to MyMoneySaveAccount to monitor Your DMP and electronic monthly statements.

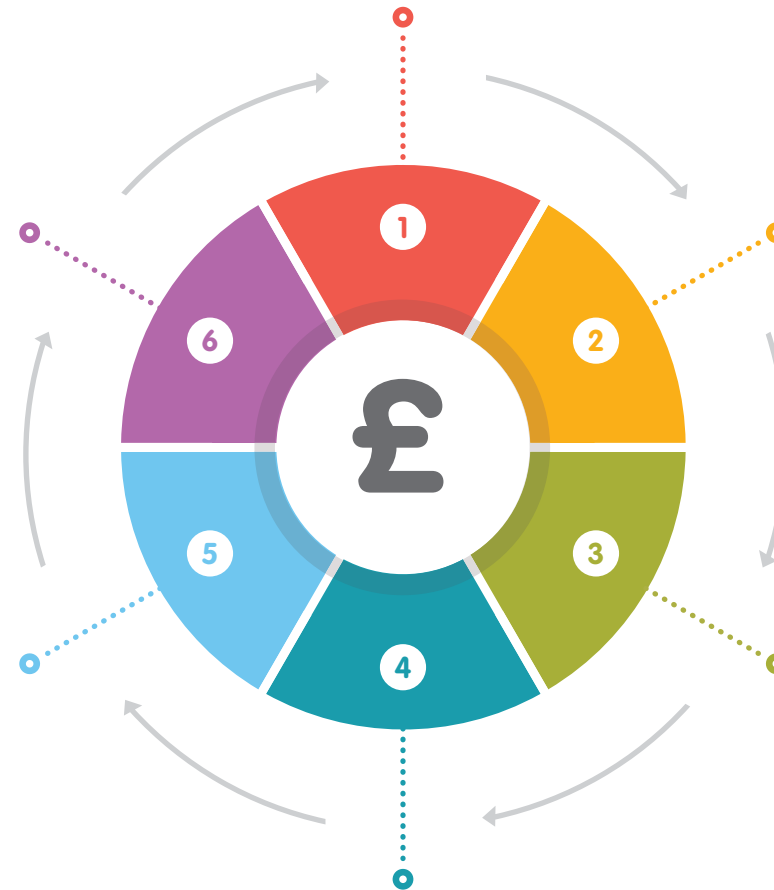
## Implementation

You decide whether to act on the recommendation and action plan set out by Your MoneySave adviser. The adviser will produce meeting notes and a suitability letter for You. You are left with Your debt solution folder and copies of documents signed at the meeting. He will provide sources of impartial information and Your latest Terms of Business for Your DMP if You decide to remain on a DMP.

We can complete the paperwork to initiate Your PPI reclaim at the meeting, if this is applicable.

## Your goals

We establish Your financial goals, personal circumstances, approach to money management and concerns that You may have.



## Suitability assessment

Having identified potential debt solutions for You, We need to assess Your attitudes to risk and how this affects Your preferences. This is particularly true in the case of insolvency.

## Your information

We collect all relevant personal, household and financial data to complete Your Financial Statement. The process normally takes between 1 and 1½ hours. The more prepared You are then the simpler the process is. Having recent bank statements, payslips, utility bills and creditor correspondence available is a great help.

Where available, We will review Your Experian Credit Report.

## Your needs

We assess Your current position and how You have arrived there, with the intention of making recommendations on the debt solution that will best suit Your needs.

We also aim to increase Your disposable income.

**In preparation for your review appointment can you please have recent copies of the following documentation:**

- › Bank statements
- › Payslips
- › Benefit/Pension statements
- › Utility bills