



Other useful contacts and resources

GOV.UK

The GOV.UK website offers information about benefits which could help to increase your income www.gov.uk/browse/benefits. It also has information about Pension Credit www.gov.uk/pension-credit.

Jobcentre Plus

Your local Jobcentre Plus can tell you if you're eligible for any benefits to help increase your income. You can find your closest location by visiting www.gov.uk/contact-jobcentre-plus.

MoneyHelper

The MoneyHelper website www.moneyhelper.org.uk offers free guidance on a range of topics, from benefits to dealing with money troubles and has a useful budgeting tool which may help you to plan your finances.

Shelter

The Shelter website www.shelter.org.uk provides a range of housing advice, covering topics including money problems and arrears.

Get in touch



By phone

Our specialist teams are based at our Principal Office and are available to speak to by phone on **0800 801645***. This number is free to call from a UK landline or mobile. Calls made from international numbers may incur a fee.



By email

You can also contact the team by sending an email to financialsupport@themarsden.co.uk

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE

If you'd like a copy of this leaflet in large print, braille or audio, please call 0800 801645 or email financialsupport@themarsden.co.uk and we'll be happy to send you a copy.

Marsden Building Society is a member of the Building Societies Association. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 206050. Principal Office, 6-20 Russell Street, Nelson, Lancashire BB9 7NJ.

*Calls will be recorded and may be monitored. FP19XXXX

Support



We're here to help you

If you're having payment difficulties, we're here to help you find a solution.



marsden
BUILDING SOCIETY

TRUSTED BY YOU **SINCE 1860**

Help with payment difficulties

If you're having difficulty paying your mortgage, we're here to help you.

This leaflet explains how we can work together to find a solution, what we might be able to do and provides a list of contacts you may wish to speak to for free debt advice. It also contains information about what happens if we can't solve the issue with you, which may include repossession of your home.

Working together

Please tell us as soon as possible if you're having difficulty repaying your mortgage or think that you might experience issues in the near future. We understand this can be a difficult step to take, but the sooner we know, the sooner we can work with you to put a suitable plan in place to help.

Free debt advice

There are a number of organisations providing free, confidential and impartial debt advice. You may wish to speak to them to see if they can help you manage your debts. They'll also be able to tell you if you could be eligible for help with your mortgage interest payments, benefits or government support.

Citizens Advice

Visit www.citizensadvice.org.uk to access a range of resources, talk to a debt adviser online or find your local Citizens Advice office.

National Debtline

Call 0808 808 4000 or visit www.nationaldebtline.org to talk to a debt adviser or access a range of resources including a digital advice tool.

StepChange

Call 0800 138 1111 or visit www.stepchange.org to access a range of resources and get debt advice online.

What you can expect from us

We want to work with you to find a solution to any difficulties you're having. We'll always treat you with respect and respond to you as quickly as we can.

If we receive your permission in writing to do so, we can liaise with a debt advice agency on your behalf.

We'll give you a reasonable amount of time to pay back the money owed and we'll only repossess your home if we can't solve the issue with you.

We might be able to:

- Arrange a new payment plan with you, change the way you make your payments, or the date you make them
- Allow you to pay back your mortgage over a longer period (this would reduce your monthly payments but you'd pay more interest over the mortgage term)
- Change the type of mortgage you're on for a limited amount of time.

If we can make one of these arrangements with you, we'll explain how it works and give you time to consider it. It's really important that you keep to the plan we agree, telling us quickly if there's a change to your circumstances.

If we can't offer any of these options, we'll explain why and discuss the next steps with you.

Repossession is a last resort

Repossession is always a last resort. We'll keep trying to solve any issues with you before we take steps to repossess your home.

How you can help us

There are ways you can help us while we work together to find a solution:

- Contact us quickly if we try to contact you so we can continue providing the support you need
- Make sure you keep anyone jointly responsible for paying the mortgage, and/or anyone guaranteeing the mortgage, up to date with what's happening
- Seek debt advice if you'd like help managing your finances
- Check whether you're eligible for any benefits or government support which could help to increase your income
- Check whether you have an insurance policy in place which would assist with your mortgage payments
- Tell us if you move to a new address so we can keep in touch.

If your account is in arrears, we may charge you for reasonable administrative and legal costs. We'll tell you the amount you'll have to pay. Any costs will be added to your mortgage balance.

