

What if I can't afford to make my payments?

At AutoMoney Motor Finance we understand that your financial circumstances can change, affecting your ability to make payments to us.

Changes of circumstances may be short term or longer term. But don't worry, we have a range of options available which may be able to help you through difficult times. These are set out below.

What if I experience short term difficulties?

Before you go into arrears

Before you go into arrears, if you realise that you can't afford to make your payment, we encourage you to please contact us as soon as possible by:

- phone **0800 197 9090**
Lines open 8am-7pm Mon-Fri, and 9am-3pm Sat.
Calls are free of charge to this number.
- email customer.support@ammf.co.uk
- live chat <https://www.ammf.co.uk/contact-us/>
Available 8am-7pm Monday-Friday, and 9am-3pm Saturday.
- post **Customer Support Team, AutoMoney Limited, Unit 3 Brooklands, Moons Moat Drive, Redditch, Worcestershire, B98 9DW**

In the event of temporary financial difficulties, and depending on your circumstances, we may be able to arrange a **Payment Break**.

A **Payment Break** is a short term break in your payments, during which time you will pay nothing towards to your hire purchase agreement. At the end of the **Payment Break** you will resume your normal monthly payments and carry on as before. You can make any payments that you miss under a **Payment Break** at the end of your hire purchase agreement, as if they were normal monthly payments. A **Payment Break** does not stop you going into arrears, but we will not usually take collection activities in respect of those arrears so long as you keep to the terms of your arrangement.

If you miss your payments and go into arrears

If you miss your payments, your account will be in arrears and we encourage you to contact us as soon as possible so that we can help and support you get back on track. If your financial circumstances allow you to restart your payments, but you can't afford to also pay off the arrears, we may be able to arrange a **Payment Rewrite**.

A **Payment Rewrite** will move the arrears to the end of your hire purchase agreement and allow you to restart from where you left off, so you can carry on as before without having to find the additional money to pay off the arrears. You can make any payments you miss under a **Payment Rewrite** at the end of your hire purchase agreement, as if they were normal monthly payments.

What if I experience longer term difficulties?

If you lose some of your income or have additional expenditure

If you lose some of your income or have additional expenditure and can no longer afford your monthly payment, don't worry, we're here to help and so we encourage you to contact us as soon as possible. Depending on your individual circumstances, we may be able to arrange a **Payment Reschedule**.

A **Payment Reschedule** will move the arrears to the end of your hire purchase agreement and reduce your remaining monthly payments to a level you can afford. You can make any payments you miss under a **Payment Reschedule** at the end of your hire purchase agreement in the same amount as your reduced monthly payments.

Important information

- These options DO NOT change the terms and conditions of your hire purchase agreement, and are not intended to give rise to a new contract between us. We are committed to working with you during times of financial difficulty, however, it's important to understand that the success of an arrangement is dependent on you following its terms. If you fail to follow the terms of an arrangement, please be aware that we reserve the right to enforce our rights under the original terms and conditions of your hire purchase agreement, which could include resuming normal collection activities.
- If you do not make payments when due under the terms of your hire purchase agreement we are required by law to send certain notices to you about your arrears, even if you have entered into one of the above arrangements. However, as long as you follow the terms of an arrangement we will not usually take any collection activities in respect of your account.
- To make sure that we arrange the most suitable, affordable and sustainable option for you, we may ask you to provide proof of your income and expenditure.
- For any of these options, there are no arrangement fees, and you will pay no more than you would have done had the payments not been missed, although your hire purchase agreement will finish later. To confirm, no extra interest is charged when you enter into one of these arrangements.
- These arrangements do not alter the fact that you have missed, or will be missing, payments under your hire purchase agreement and we will report these options as an "arrangement" on your credit report. This "arrangement" can stay on your credit report for up to six years. The impact of an "arrangement" on your credit file varies depending on the attitude of lenders and how the rest of your credit report looks. Some lenders may see an "arrangement" as an inability for you to pay your debts. Other lenders may see it as positive and proactive step that you have entered into an "arrangement" with us.
- Sometime, because of your individual circumstances, these options may not be suitable, affordable and/or sustainable for you. Where this is the case, please rest assured that we do have other options designed to help and support you, which may include you exiting your hire purchase agreement. We will discuss these other options with you on an individual basis as required.

Free, impartial help and support

We understand this can be a stressful time, but you're not alone – there are people who can help and things you can do.

For free and impartial help with your finances, we recommend you contact MoneyHelper by:

- web www.moneyhelper.org.uk/debt-advice-locator
- phone **0800 138 777**
- WhatsApp message **+44 7701 342744**

For details of various services that can offer you non-financial help and support, please refer to our [leaflet](#). If you are unable to access the internet, please contact our friendly Customer Support Team on the details above, and they will be more than happy to send you this information by post.