

DEBT MANAGEMENT QUESTIONNAIRE

TO BE ANSWERED BY FIRMS INVOLVED IN DEBT MANAGEMENT/COUNSELLING

1 Please advise what steps are taken, by the firm, to fully understand the financial position in which each client finds themselves, and their requirements to alleviate or solve their indebtedness.

2a) How does the firm ensure that each client fully understands the scope of the proposed services, administration processes and that fees and charges made by the firm are clear, fair and not misleading?

b) Does the firm always issue an engagement letter or a standard term of business contract, in every case?

YES/NO

If no, please explain fully.

3 Are customer files documented to reflect that a Debt Management Programme is being considered/ recommended, because all other considerations (such as mortgage, re-mortgage, further advance, other type of loan or capital raising) have been completely exhausted, and such proposed programme is in the customer's best interest?

YES/NO

4 Please advise if the firm is involved, in any way, in the following activities. Please also provide approximate percentage of such work:

Debt Management:		
Provision of General Advice	%	YES/NO
Making arrangements with Creditors	%	YES/NO
Arranging and setting-up Payment Plans	%	YES/NO
Arranging Full and Final Settlement	%	YES/NO
Introduction only, to another Third Party Debt Management firm (No advice is provided or management of repayments operated)	%	YES/NO
Debt Counselling only	%	YES/NO
IVA's:		
No advice given and referral as introducer only, to third party	%	YES/NO
Full advice given but no execution; referral to third parties	%	YES/NO
Full advice and execution	%	YES/NO
Protected Trust Deed and Sequestration (in Scotland only)	%	YES/NO
Insolvency and Bankruptcy:		
Full advice, recommendation and execution	%	YES/NO
Full advice, recommendation but no execution; referral to third party	%	YES/NO
No advice or recommendation; only referral to third party	%	YES/NO
Other (Please Provide Full Details)	%	YES/NO

5 Does the firm purchase debt, in respect of any of the following?

Credit Cards	%	YES/NO
Vehicle, Aircraft or Watercraft Loans	%	YES/NO
Mortgage Debt	%	YES/NO
Retail Accounts Debt	%	YES/NO
Utilities Debt	%	YES/NO
Other (Please Provide Full Details)	%	YES/NO

6a) Please advise the number of clients placed in repayment programmes, in the past five years:

b) Please detail the largest client debt, that the firm has handled: £

c) What percentage of clients have debt under £10,000: %

d) What percentage of clients have debt between £10,000 and £50,000: %

e) What percentage of clients have debt over £50,000: %

7a) Is work undertaken for clients in the Entertainment industry? YES/NO

b) Is work undertaken for clients that have celebrity status? YES/NO

c) Is work undertaken for clients who are sports personalities? YES/NO

d) Is work undertaken for clients who are Lloyd's Names? YES/NO

If yes, to any of the above, please provide full details

8a) Please advise, by percentage, introductions of business you make to any of the following third party Debt Management or Insolvency Practitioner companies:

Baines & Ernst – Pre-qualified Hot Debt Management Programmes/Individual Voluntary Agreements/Protected Trust Deeds leads are sent %

MoneyPlus Group – Package Individual Voluntary Agreements/Protected Trust Deeds %

Knightsbridge Insolvency Services – Package Individual Voluntary Agreements/ Protected Trust Deeds %

Kensington Financial Management – Package Debt Management Programmes %

Other Debt Management or Insolvency Practitioner Firm %
(Please Specify)

b) Where the firm acts as an introducer to third party Debt Management firms or Insolvency Practitioners, please confirm that no advice is given, by the firm. **YES/NO**

c) Where the firm acts as an introducer to third party Debt Management companies or Insolvency Practitioners, please confirm that the firm accepts no responsibility for any subsequent advice or action of the third party. **YES/NO**

If yes, to either of the above, please confirm that this is clearly documented in your dealings with your client. **YES/NO**

d) Where the firm acts as an introducer only to third party Debt Management companies or Insolvency Practitioners, please confirm that the firm has a signed agreement in place with these companies that clearly sets out the firm's role as introducer and that the firm has no responsibility for any administration of debt management or insolvency process, throughout. **YES/NO**

If no, please explain fully.

e) Are remuneration fees are received from Debt Management or Insolvency Practitioner Companies? **YES/NO**

9a) Is an upfront Nominee application or other initial consultancy fee ever charged? **YES/NO**

If yes, please state, in the firm's last financial year, the:

Largest: £

Average: £

b) Is a percentage of regular monthly collections applied as a supervisory/maintenance charge? **YES/NO**

If yes, what percentage is charged? %

10a) Is there a written set of procedures for the Collection of Monies?

YES/NO

b) Please confirm that separate office and client trust accounts for monies collected/received from debtors are maintained.

YES/NO

Signed:

Dated: