

Debt Collector Phone Call - What to Say

You answer the phone and it's a debt collector who will say something along the lines of:

DC: *"Hello, it's (debt collector name) here, can I speak to (your name) please?"*

At this point you should reply:

You: *"Hi, I don't have time to talk right now please could you confirm your company name, address and telephone number for me please and call back at (time)?"*

Once you have hung up, you now have time to research the agency to see whether it's legitimate as registered with the Financial Code Authority (FCA).

When they call back at the agreed time, have a pen and paper ready to make notes on the date and time of the call, along with any information regarding the debt.

So again when they call saying:

DC: *"Hello, it's (debt collector name) here, can I speak to (your name) please?"*

You: *"This is (your name)."*

DC: *"I'm calling to let you know that you have an invoice/debt/outstanding balance of (££) which we will need to receive payment for".*

You: *"Can you tell me more about the debt?" (Invoice number/original amount/creditor? "I'm not sure this is my debt, please send me more information in writing."*

DC: *"Invoice number....creditor...amount."etc*

You: *"Can you confirm the date the loan was taken out please?"
(If more than 6 years old) -
"I think this debt is time-barred. Please send me proof that this is not the case)"*

DC: *"the date of this debt was (date within 6 years)"*

If you are happy with the evidence/debt and can afford payment, you can offer an affordable lump sum payment, perhaps lower than you owe but what you can afford.

You: *"I can't pay all £500 because (redundant, disability, accident etc), I can however offer you £300 to settle the debt, is this acceptable?"*

If yes:

You: *"Please send me a letter confirming when payment is due, confirming that the debt will be closed once you receive payment, and confirming the account details/address of payment"*

Upon receiving these, if you're happy, send money asking for receipt and keep a transaction record.

If no:

DC: *"That payment is too low/unacceptable, we will need at least..."*

You: *"I can't afford this amount, could we agree to a monthly repayment of (what you can afford)".*

If agreed:

You: *"Please send me a letter confirming when payment is due, confirming that the debt will be reduced each time you receive payment, and confirming the account details/address of payment"*

Upon receiving these, if you're happy, send money asking for receipt and keep a transaction record.