

## IMPORTANT NOTICE

Dear <debtor name>

We know that the COVID-19 situation has and will affect people in different ways, especially those who owe money to creditors. We're writing to you because you have previously been sent a Notice of Enforcement and still owe money from a payment plan you agreed with us but didn't manage to maintain. We understand this might be because your circumstances have changed.

We chose to stop enforcement visits during the coronavirus emergency period. We did this to help protect you and the people you come into contact with, as well as our staff and enforcement agents.

Now that the enforcement restriction period has ended we will be making Enforcement Agent visits again. Through this letter you are being given a minimum of 30 days' notice of an enforcement agent visit. Enforcement agents only visit if the letter we send does not result in you paying us or contacting us to discuss your circumstances in the meantime.

Our agents will be equipped with appropriate workwear and hygiene supplies to protect and reassure staff and members of the public, in accordance with Government and Public Health England/Wales advice. Agents will not enter your home to take control of goods.

We would prefer not to visit and we understand you might prefer this too. If you contact us within seven days of the date of this letter, we can get you back on to your previously agreed payment plan. If this now doesn't work for you, we can talk about the options available to you and how to prevent an enforcement agent from visiting in future. Our highly trained team have lots of experience in helping with a range of circumstances, from individual vulnerabilities to financial difficulties.

Call 0330 363 9988 or 01492 531345. Lines are open from 8.00am to 7.00pm Monday to Friday and from 9.00am to 1.00pm on Saturday. You can also e-mail us at [info@excel-enforcement.co.uk](mailto:info@excel-enforcement.co.uk) or use the 'Contact Us' link or live web chat on our web site ([www.excel-enforcement.co.uk](http://www.excel-enforcement.co.uk)).

To make credit or debit card payments through our online payment system visit [www.pay-excel.co.uk](http://www.pay-excel.co.uk). Please ensure you have your Unique Payment ID No. <PaymentIDNo> ready when using this facility.

Payments of up to £1,000 can also be made via our Automated Payment Telephone line by calling 03300 081 014. Again, you will need to enter your Unique Payment ID No.

You can also download our free app from Apple Store or Google Play by searching Excel Civil Enforcement and locating our logo. This will allow you to monitor payment arrangements, confirm your balance or make a payment.

If you don't contact us, for the moment we will assume your circumstances have not been affected and this may mean an enforcement agent is required to visit in future. The enforcement agent will have been fully trained in how to visit you safely and appropriately.

We look forward to hearing from you soon.

You can obtain free advice and information from:

[Citizens Advice at www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or 08444 111444 (England) / 08444 772020 (Wales)

Adviceuk at [www.adviceuk.org.uk/find-a-member](http://www.adviceuk.org.uk/find-a-member)

National Debtline at [www.nationaldebtline.org](http://www.nationaldebtline.org) or 0808 808 4000

Money Advice Service at [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) or on 0300 500 5000

Gov.uk at [www.gov.uk](http://www.gov.uk)

Other free advice is available.