



Warning: Debt Collectors

Background

Trading Standards has received a number of complaints from consumers who have been pursued by debt collectors for debts that they do not owe. Please be aware that anyone seeking to recover a debt from you must be able to prove that you actually owe it.

Advice

If you are contacted by telephone do not engage in conversation with the caller and please DO NOT give out any personal details.

Should you receive any demand for payment of a debt which you do not believe you owe, don't just pay it, write to the debt collector asking for proof.

National Debtline can provide a sample letter to assist you, please phone their helpline on freephone 0808 808 4000 or access the letter online at www.nationaldebtline.co.uk

Further information

The Citizens Advice Bureau is an independent service that provides free, confidential and impartial advice. Should you need any general advice or something of a more specialist nature and you live in the Warrington area contact CAB on 01925 246994. If you are a resident of Halton the number to call is 08451 304055. You can also visit www.adviceguide.org.uk for on-line help.

For general consumer information contact Trading Standards on 08454 04 05 06 or visit www.consumerdirect.gov.uk

www.tswarrington.co.uk

tradingstandards@warrington.gov.uk

visit www.tswarrington.co.uk/iCAN to download the ten most recent messages in flyer format

Promoting fair & safe trading, protecting you

3 June 2010

