

I am having problems with my IVA

The bank has not made the payment – what do I do?

In such circumstances you should inform us of this situation straight away

Sometimes there are errors at the bank and contributions are not made. The IVA is an agreement between you and your creditors, and it is your obligation to ensure payments are made in a timely fashion. A standing order is your instruction to the bank so you will need to contact the bank immediately to ascertain the reason why, you can then instruct the bank to make the payment straight away. Do not spend the funds, you have committed to contributing to the IVA and you need to adhere to the terms and conditions.