

**PERSONAL
LOANS**
**HELPING YOU
MANAGE
YOUR
FINANCES**

NEED A LOAN? TRY US FIRST

If you are a customer of Places for People you can apply for a loan with us. We have developed a range of affordable loans to help you buy essentials like furniture or a car, or to consolidate other loans so that you only have one fixed payment every month.

If you are struggling to get credit, we may be able to help you. We offer loans of up to £3,000 with competitive rates of interest to customers who have been with us for at least 18 months.

We also offer loans of between £250 and £500 to new customers to help with moving expenses and furniture.

Our loans provide an affordable alternative to doorstep lenders. We can also direct you to debt advisory services which may be able to help you manage your debts and give you advice on any benefits you may be able to claim.

We charge fixed rates of interest with fixed payments so that you can budget with confidence.

We are a responsible lender

We aim to be a responsible lender and we will not intentionally put you into more debt than we think you can afford. Occasionally, rather than declining a loan, we may offer to lend you less than you asked for.

Our loans are flexible and have been developed to suit your individual needs. You can decide whether you want to make payments – weekly, every two weeks, every four weeks or monthly. If you decide to pay off your loan early, you can do that too. We won't charge you a penalty for early repayment.

If you would like this in another language or in a different format such as large print, braille or on tape, please telephone our Customer Contact Centre on 0800 432 0002 or email: equalityanddiversity@placesforpeople.co.uk

YOUR QUESTIONS ANSWERED

Am I eligible for a loan with you?

As a customer of Places for People you are eligible to apply for a loan with us. However, there is no automatic right to a loan.

We will take a number of factors into account such as your ability to afford the repayments, credit record, the amount of money you have asked to borrow and whether you have paid your rent on time.

How much do your loans cost and how much can I borrow?

As a customer you can borrow between £250 and £3000, depending on your circumstances and our terms and conditions. We will provide an illustration of costs with the applicable APR (annual percentage rate) on all approved loans. This will also show the total cost of your loan.

For a guide on how much your loan will cost and what your repayments will be, try using our online loan calculator by visiting www.placesforpeople.co.uk or call us for a no obligation quote.

How do I pay back the loan?

We will agree the repayment terms with you and collect the required weekly, two weekly, four weekly or monthly amount from your bank account by direct debit.

What if I don't have a bank account?

It is a condition that all our loans are repaid by direct debit. If you don't have a bank account we can help you to open a basic current account.

What if I want to repay my loan early?

You can repay the full balance of your loan at any time. We don't charge early repayment fees, although we may require a sum equivalent to a further 30 days interest on the outstanding balance of your loan.

How is the interest calculated?

Unlike many loan providers, interest on Places for People loans isn't 'front-loaded'. This means that interest is calculated daily on the amount of loan you have outstanding so you will pay less in the long-term.

Can I refinance the loan?

Provided you have been paying the loan for at least three months and, subject to individual circumstances, you may be able to refinance your loan. This means you can borrow more money. A new loan will be set up which will include the outstanding balance on your existing loan as well as the extra borrowing.

What if something happens and I can't keep up payments?

You can apply for a rescheduling of your loan in the event of a genuine emergency or if your income changes and you are struggling to make the repayments.

We understand that from time to time you might be faced with circumstances that mean you are unable to make your loan repayments. If this does happen you simply need to contact us to make alternative arrangements. We will do our best to help you through any genuine financial difficulty. All information is treated in strictest confidence.

HOW TO APPLY

Think carefully about how much you need to borrow - you should never take on more debt than is essential.

How to apply

To apply for a loan you can either telephone us on **0845 603 6695** or email us at **financial.services@placesforpeople.co.uk** to ask for an application form. Calls will be charged at local rate from a landline.

We will need copies of your most recent bank statements and proof of your income, such as recent payslips or benefit letters.

If we are unsure about any aspect of the application we may ask you to supply more information before we make a decision. We will also carry out a credit check with a licensed agency before offering you a loan.

We will look at your application on an individual basis, taking into account your personal circumstances and whether you have been able to manage your rent account. So, even if you receive benefits or your credit history isn't that good, you could still get a loan from us.

Usually we will give you a decision within three working days of dealing with your application.

**FOR
MORE
INFO
CALL
0845
603 6695***

Email: **financial.services@placesforpeople.co.uk**

Lines open - **Monday to Friday - 9:30am to 4:30pm**

Telephone calls may be monitored or recorded for training purposes

*Calls charged at local rates. Calls from mobile phones may be more expensive

www.placesforpeople.co.uk