StepChange Debt Charity

Payment Queries

123 Albion Street,

Leeds,

LS2 8ER

#### THIS FORM MUST BE FILLED OUT WITH A BLACK PEN USING CAPITAL LETTERS

#### Why have we got in touch with you?

We noticed you are making payments towards a client’s plan. Because we are a regulated charity, we have to check where the money we accept comes from. We just need a few bits of information so we can keep accepting your payments.

#### Information about you:

|  |  |
| --- | --- |
| Your full name: |  |
| Your date of birth: |  |
| Your address: |  |
| Your postcode: |  |
| Today’s date: |  |

**Information about the person you are making payments for:**

|  |  |
| --- | --- |
| Client name: |  |
| Client reference number: |  |

They can find their client reference number on any email or letter we have sent them.

#### Please read this carefully and sign if you agree

I can confirm that the money I am sending to StepChange Debt Charity is for the purpose of making regular payments for the above client. I can also confirm to the best of my knowledge that the money has been obtained lawfully.

I am happy for StepChange Debt Charity to complete an identity check. In some cases, StepChange Debt Charity may have to request identity documents from me. I understand that this identity check will have no impact on my credit file.

|  |  |
| --- | --- |
| Your full name: |  |
| Your signature: |  |

#### What you need to do

To keep making payments for the above client, you just need to fill this form out with a black pen using capital letters and return it to us. Please do this as quickly as you can to avoid any delays with their next payment.

#### How to return the form to us

**By email:** Scan or take a picture of the completed form and email it to us at: [paymentqueries@stepchange.org](mailto:paymentqueries@stepchange.org)

**By post:** Send the completed form to StepChange Debt Charity, 123 Albion Street, LS28ER, Leeds, West Yorkshire

#### What to do if you have any questions

If you have any questions, please get in touch by either:

* Emailing us at [paymentqueries@stepchange.org](mailto:paymentqueries@stepchange.org)
* Calling us on 0300 303 2507

You can also get in touch if you or the person you are making payments for does not have access to a printer. We are open Monday to Friday, 8am to 5pm.

#### How we use your information

We will only use your information to carry out the identity check. You can read our full privacy notice and learn more about how we use your information here: [www.stepchange.org/legal/privacy-policy/third-parties](https://www.stepchange.org/legal/privacy-policy/third-parties)