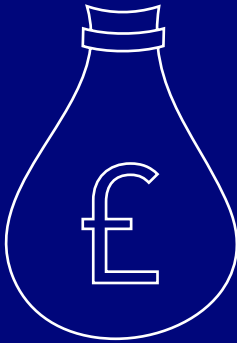


**Begin**



**Dealing with  
Debt for Business  
Customers**



**Bank of  
Ireland  
UK**

# Dealing with Debt for Business Customers

If you feel you may be in financial difficulty, it is in our interest, as well as yours, to work together to find a solution. We will deal with our customers who are in financial difficulty sympathetically and although discussions may be difficult, they will be constructive and positive.

## What should you do

- ▶ Don't ignore it. Debt won't go away on its own; you can take positive steps to clear it
- ▶ You should do a thorough analysis of your business finances, with your professional advisors
- ▶ Contact us as soon as you become worried about your position.

## What we will do

- ▶ We will try to come to a fair solution
- ▶ Give you clear information about the amount you owe
- ▶ Work with you, and your advisors, to develop a plan for clearing your debts in a way you can afford
- ▶ If we feel the plan will not succeed, we will explain the reasons why and help you, and your advisors, consider other options
- ▶ Notify you before hand about any action we may take.

**Remember** the Bank can only make a decision about what your business can reasonably afford to repay when we have a full picture of its financial circumstances. For any plan to succeed it is important that you:

- ▶ Act in good faith
- ▶ Keep us informed about developments
- ▶ Keep to your agreements with us
- ▶ Carefully consider what your own and any independent advisors say
- ▶ Are prepared to make the necessary changes early enough.

# Source of Support

You may want to talk to your family, friends or support agencies who may be able to help.

There are also a range of online advice resources/sources of support, some of which are detailed below:

UK Finance is the trade association formed to represent the banking and finance industry operating in the UK

**ukfinance.org.uk**

## Citizens Advice Bureau

**citizensadvice.co.uk**

## Advice NI (Northern Ireland)

For advice and information on business debt

Phone **028 9064 5919** or visit the website **adviceni.net**

Our door is always open.

For any guidance or suggestions simply get in touch with us. Its free and available now at any time that suits you.

**Drop in.** Our branches are open Monday to Friday between 9.30am and 4.30pm, except on Wednesday when we open at 10am.

**Phone.** Help is just a phone call away. Just pick up the phone and call us with any queries you may have on **0345 6016 157**.

You can also do your banking 24 hours a day, 365 days a year, through our Business Online Service.

For more details, call **0345 604 5552**.

**This document can be made available in Braille, large print or audio upon request.**

Please ask any member of staff for details.

**[bankofirelanduk.com](https://bankofirelanduk.com)**

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UK37-1088N.5 (9/20)