

# Debt advice health warning

Credit card statements now advise customers on where to get help if they are in financial difficulty

For a small minority of people, over-indebtedness is a very real problem, and it is one that APACS and its members take seriously. Although credit cards account for only a small amount - consistently less than

five per cent over the last two years - of UK consumer borrowing, card companies have made a commitment to ensure that people who may be struggling with repayments, or ignoring a debt problem, know that help and

advice are available.

The following guideline outlines the type of information that now appears on every credit cardholder's monthly statement.

## Debt Advice Health Warning Version 1.0 (February 2005)

### 1. Introduction

Card issuers will display a warning message on all statements designed to help cardholders who are unable to make the minimum payment or are in financial difficulty. This message includes a telephone number for them to contact if they require debt advice.

### 2. Health warning

The warning could read something similar to the following:

"If you are unable to make the minimum payment please contact us as soon as possible by calling XXXXXXXXX."

### 3. Effective date

This best practice debt advice health warning message is effective from 31 December 2005.