

Further support from Capquest: Frequently Asked Questions

1. Why have I received a Notice of Assignment (NOA) letter?

The enclosed Notice of Assignment letter was sent to you to inform you that the ownership of your credit agreement has changed, and to give you details of a new creditor. Full details, including the date of sale, are outlined within the enclosed letter, so please take the time to read the letter carefully.

2. Who is now servicing my account and why?

To meet statutory requirements, Capquest has now been appointed as an administrator of your agreement. Capquest is part of the Intrum Group and is regulated and authorised by the Financial Conduct Authority to carry out certain consumer credit activity. Capquest works with several Collections Partners who may be engaged to support management of your account in the future. Should this happen, we will inform you of such events in advance. Where applicable, details of the current servicer of your account are included in the enclosed letter.

3. How does this change impact me?

The only change you will notice is that from now on, any communication in relation to your account (such as Annual Statements, information about changes to servicing arrangements etc.) will come from Capquest. As we work with many collections' agencies, we may appoint them to manage on your account in the future. Should this happen, we will inform you of such events in advance. Where applicable, details of the current servicer of your account are included in the enclosed letter.

4. I currently have an active automated repayment plan in place (for example, Direct Debit, Standing Order) – is this impacted, and do I need to change anything?

If you're currently making payments, or if you have a repayment plan(s) in place, this will stay exactly as it is and you don't need to do anything. Your payment date and payment schedule will stay the same and will now be managed by the servicer of your account.

5. What about my current balance?

The obligation to repay hasn't changed, and you still need to repay the balance on your account (which we've detailed within the enclosed letter).

6. Will my credit file be affected by this change?

No. The only difference you'll see is the name of the new owner of your account - as any updates to your credit file will be reported by them moving forward.

7. I don't have a Direct Debit set up on my account. How can I set one up?

Paying by Direct Debit is a great way to repay your balance with complete peace of mind. Having a Direct Debit set up (and not making one-off payments for example) helps you not miss your repayments, which when missed, may have an impact on your credit file. To set up a Direct Debit, please contact your account servicer using the details provided within the attached letter.

8. Do I need to make payments somewhere else as a result of this change?

If you're making payments to the servicer of your account, no change is required. If you're making payments directly to an Arrow Global bank account, you can still do this – however the name of the bank account will change to 'Capquest Debt Recovery' (the sort code and the account number will be the same as you use today).

9. I currently have an ongoing query in process with my account servicer. What will happen to that? There's no requirement to re-submit your complaint, dispute, data subject access request or document request. These will be addressed by the servicer outlined within the letter. If you have a new complaint, please contact the current servicer of your account.

10. What do I do if I want to raise a new query or complaint with Capquest?

To submit a complaint, please contact Capquest. Full details of the formal complaint procedure can be found at: www.capquest.co.uk > information-and-support > FAQ > How do I make a complaint?

11. I'm experiencing financial difficulty. Who should I speak to?

Please contact your account servicer using the details provided within the Notice of Assignment letter. There's also a number of dedicated organisations you can reach out to, providing free, independent financial advice. Should you find yourself in financial difficulty, consider speaking with StepChange Debt Charity, National Debt Line, Money Advice Service, and Citizens Advice Bureau.

12. I need to update my Name / Address / Contact Details – who do I speak to?

We've detailed the servicer and their contact details, within the enclosed letter. [See 'Notice of Assignment page']. Please get in touch with them and they will update this for you.