



Katie's Story

Katie is a victim of financial abuse.

Her partner had taken out loans in her name without her knowledge, then cleared out her bank account and disappeared, leaving her in mountains of debt.

Because Katie had no money to pay her mortgage and started to miss payments, she soon got a letter from us asking her to get in touch.

When Katie called us, we listened to her situation and told her about organisations that could support her. We recommended that she speak to a qualified debt advisor as soon as possible.

It was important that Katie's priority bills could be maintained so she could remain in the property with her children, so the debt advisors looking after Katie arranged an IVA (Individual Voluntary Arrangement).

This meant that Katie could afford to make agreed repayments to all of her creditors whilst paying her mortgage, council tax and utility bills in full.

We monitored Katie's mortgage payments for a few months and passed the account back to her lender as soon as payments were being received regularly.

*The name has been changed, but this case study is based on a real life customer experience. Any options we may suggest will be based on your individual circumstances.

If you've been affected by economic abuse, the following organisations can help:

The Freephone National Domestic Abuse Helpline: [0808 2000 247](tel:08082000247)
Victim Support: www.victimsupport.org.uk
Surviving Economic Abuse: www.survivingeconomicabuse.org



Are you in a similar situation to Katie? Please call us to talk on **0345 604 0860**

www.ascent.co.uk

If your household income has reduced, you may be finding it difficult to manage your finances. For free and impartial debt advice, you can contact one of the following organisations:



www.stepchange.org
0800 138 1111



www.payplan.com
0800 280 2816



www.nationaldebtline.org
0800 808 4000



www.moneyadvice.service.org.uk
0800 138 1677