

Debt Recovery

The FairLife Pledge

- a) The mark represents a pledge to help customers achieve good outcomes by pricing honestly and trading fairly. Any products or services displaying the FairLife Mark must:
 - b) Follow the spirit as well as the letter of any agreed regulator's rules and principles with an emphasis on treating people fairly and delivering good outcomes for customers.
 - c) Adhere to agreed sources of profit as detailed in the PANA criteria below. Any extra fees or charges must be designed only to cover additional costs and not to generate additional profits.

In essence FairLife providers agree to act in good faith, embracing good practice within the constraints of the market and avoiding poor practice.

PANA criteria for debt recovery organisations to display the FairLife Mark

PANA stands for Peer Agreed and Nationally Approved meaning that the criteria have been agreed by a peer group of providers and approved by the FairLife Charity. The resulting standards combine fairness to the public with business practicality. PANA criteria evidence that FairLife-marked products and services meet the FairLife Pledge.

- 1. The provider must act in good faith, helping customers to achieve the best outcome for their circumstances.**
 - This is achieved by the provider acting consistently within the reasonable expectations of the FairLife Charity, the Financial Conduct Authority, retail customers and the Financial Ombudsman Service.

SERVICE FEATURES

- 2. Providers must follow the CSA code of practice.**
- 3. All debt types should be treated in a consistent manner.**

Unregulated debt should be collected in a manner consistent with regulated debt from the perspective of treating customers fairly and delivering appropriate outcomes. This does not alter the debt's legal status or the provider's ability to collect it.
- 4. Customers must be protected when debt is sold or passed on.**

If passing on or selling FairLife Debt within the UK adherence to these criteria must be included as part of the transaction. This is achieved automatically if the debt is passed to a FairLife debt recovery firm. If passing on or selling FairLife Debt outside of the UK adherence to criterion 2 must be included as part of the transaction.

PRICE AND VALUE

5. The provider must not increase the customer's debt burden.

The value of the debt owed by the customer must be frozen; the cost of collection either being covered by the creditor or accounted for when the debt is purchased.

CUSTOMER UNDERSTANDING

6. Communications must be clear, fair and not misleading.
7. The provider must avoid terms likely to impede a customer's understanding and be willing over time adopt standardised terms if peer agreed terms can be secured in the future. This will build public trust and help FairLife schools, colleges and universities to teach financial education.

Individuals being dealt with by debt recovery firms often fall into one of two categories: can't pay or won't pay. The charity's criteria focus on helping the former, whilst not assisting the latter to avoid their responsibilities. The criteria need apply only to customers that are UK resident.

The FairLife Mark is a mark of integrity that can be awarded based on the provider's own declarations. The organisation may cease using the mark and cancel their commitment at any time.

The FairLife Mark is on your side