

When and how can I contact you?

We are open weekdays from 8 am to 8 pm and Saturdays from 8 am to 4 pm Call us on 01482 484673.

If I find it difficult to speak to companies on the telephone what should I do?

We have several contact options available, whilst calling our call centre is one option you can also;

Email – contactus@wescot.co.uk

Write to us – Wescot Credit Services, PO BOX 137, Hull, HU2 8HF

When contacting us by either of the above please make sure you include your name, address, date of birth and the Wescot reference number so we respond to you at the earliest opportunity. We can also explore with your agreement adding a family, friend or carer onto the account to allow them to speak with us on your behalf. This request can be sent to us in writing.

I want to pay but can't afford to pay in full. What do I do?

Please telephone a member of our team on 01482 484673 who will review your account details to agree a suitable repayment plan based on your circumstances and current financial commitments.

I am experiencing difficulties and require support. What should I do?

We understand that people's circumstances change and life events happen which may impact your finances. We are here to help. Please telephone a member of our team on 01482 484673 who will review your account details and agree on an appropriate solution based on your individual needs and circumstances.

How do I know if my online payment has been successful?

Once your payment has been processed, a message will appear on screen to confirm the payment has been successful. If successful, you will be provided with an authorisation code. You can contact a member of our team on 01482 484673 should you require any further assistance.

I have asked a debt advisor to deal with my debts so what do I do about your correspondence?

You should pass a copy of our correspondence to your advisor who can then contact us on your behalf.

I don't owe this debt, what should I do?

If you believe that you do not owe the outstanding balance, please contact us on 01482 484673 to enable us to investigate.