

GATHERING INFORMATION CHECKLIST

MONEY SUPPORTER TRAINING

Five partner agencies from the advice and support practitioner community across Scotland worked with Shelter Scotland and MAPs to develop this money first-aid training product. A total of 50 individuals were involved in the co-design process, contributing their own knowledge and experience to the information and resources within. The training product is intended to be **piloted with 250 individuals upon its release nationally.**

GATHERING INFORMATION CHECKLIST

The information on this checklist is generally gathered by a specialist debt advice agency.

You could support someone by filling in as much information as you can before referring them to that agency.



Name of creditor (name of who is owed)	
Name of debt collector	
Account number(s)	
Address and telephone number	
Principle debt	
Debt outstanding	
Interest rate	
Default interest	
Amount of interest being applied	
Term	
Contractual payments	
Any arrears	
Any charges that may be incurred	
Any payment protection	
Stage of recovery action by the creditor	

Any court action	
Name of creditor (name of person owed)	
Name of debt collector	
Account number(s)	
Address and telephone number	
Principle debt	
Debt outstanding	
Interest rate	
Default interest	
Amount of interest being applied	

‘ NOT EVERYONE WILL HAVE THIS LEVEL OF DETAIL. HOWEVER, MOST MONEY ADVISERS CAN HELP PEOPLE WITH LIMITED INFORMATION SUCH AS THE NAME OF THE CREDITOR (PERSON WHO IS OWED MONEY), ACCOUNT NUMBER AND DEBT OUTSTANDING.

GATHERING INFORMATION CHECKLIST

You do not have to be a specialist money adviser to provide vital financial support to others and this training product has been designed for those who provide a range of frontline support services. As well as knowledge it also provides you with a toolbox-like collection of resources. Which you can make use of to facilitate the advice and support you provide to others.