PAYMENT & ARRANGEMENT CONDITIONS

Recovia Ltd — Information for Debtors

Version 1.0 | June 2026

These Payment and Arrangement Conditions explain how Recovia Ltd operates, your rights and obligations when engaging with us, and the conditions that apply to any payment arrangement you enter into with us. Please read them carefully. If you need this document in a different format or have any questions, please contact us.

Recovia Ltd	3rd Floor, 86-90 Paul Street, London EC2A 4NE
Telephone	01527 304059
Email	contact@recoviaholdings.co.uk
Website	www.recoviaholdings.co.uk
Company number	16956861
Not solicitors	Recovia Ltd is not a firm of solicitors. We are a debt recovery agency acting on behalf of the Creditor.

1. Who We Are

Recovia Ltd is a commercial debt recovery agency. We have been instructed by the business or individual named in our correspondence with you (the 'Creditor') to recover an outstanding sum owed to them by you.

We are not a firm of solicitors. We act as the Creditor's authorised agent. Our role is to resolve the matter professionally and where possible without the need for court proceedings.

We hold authorisation from the Creditor to communicate with you about this matter and to negotiate a resolution on their behalf. You can verify our authority to act by contacting the Creditor directly.

2. The Debt

2.1 The amount referred to in our correspondence with you is the sum currently owed by you to the Creditor, as confirmed by the Creditor's records. This may include the original invoice amount, statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998, fixed statutory compensation, and any recovery costs recoverable by law.

2.2 Interest accrues on the outstanding balance at 8% above the Bank of England base rate per annum under the Late Payment of Commercial Debts (Interest) Act 1998, calculated on a daily basis until the debt is paid in full.

2.3 If you believe the debt is incorrect, disputed or has already been paid, please contact us immediately with supporting evidence. We will investigate and respond within 14 days.

2.4 Recovia does not purchase debts. We act solely as agent for the Creditor. All legal title to the debt remains with the Creditor.

3. How to Pay

Payment can be made by bank transfer directly to Recovia's designated client account, which holds funds on behalf of the Creditor:

Account name	RECOVIA LTD CLIENT ACCOUNT
Bank	Lloyds Bank plc
Sort code	30-54-66
Account number	86187968
Reference	Please use your case reference number as shown on our correspondence

Payment can also be made by card via a secure payment link which Recovia can issue on request. Please contact us to request a payment link.

Cheque payments are not accepted. Cash payments are not accepted.

Once payment has been made, please send confirmation to contact@recoviaholdings.co.uk. We will confirm receipt and notify the Creditor.

4. Payment Arrangements

4.1 If you are unable to pay the full amount at once, please contact us as soon as possible to discuss your circumstances. We will consider reasonable payment arrangement proposals in good faith.

4.2 Any payment arrangement must be: agreed in writing between you and Recovia (email confirmation is sufficient); communicated to and agreed by the Creditor; and based on accurate information about your financial position.

4.3 A payment arrangement does not reduce or waive the total amount owed. Interest will continue to accrue on the outstanding balance during the arrangement period unless we confirm otherwise in writing.

4.4 You must make each payment on or before the agreed due date. Failure to make a payment on time without prior agreement constitutes a default. On default, Recovia will notify the Creditor and may recommend that legal action be taken to recover the full outstanding balance.

4.5 If your circumstances change and you are unable to maintain agreed payments, contact us immediately before a payment is missed. We will discuss your options in good faith.

5. What Happens If You Do Not Pay

If the debt remains unpaid and we are unable to reach a resolution, the Creditor may instruct us or their solicitors to pursue the following legal remedies:

- County Court Judgment (CCJ) — a CCJ will be registered against you and will appear on your credit file for 6 years, which may affect your ability to obtain credit, financing or business contracts
- High Court Enforcement — a CCJ over £600 may be transferred to the High Court, allowing High Court Enforcement Officers to attend your premises and seize goods to the value of the debt
- Attachment of Earnings Order — where you are an individual, the court may order that payments are deducted directly from your wages
- Charging Order — where you own property, the court may grant a charging order securing the debt against your property
- Statutory Demand — for undisputed debts over £750 (companies) or £5,000 (individuals), a Statutory Demand may be served, which can lead to winding-up or bankruptcy proceedings if unpaid within 21 days

We strongly encourage you to contact us to resolve this matter before any of the above steps become necessary. Court proceedings will add costs to the amount you owe.

6. Your Rights

6.1 Disputing the Debt

If you dispute all or part of the debt, you have the right to raise that dispute with us in writing. We will investigate your dispute and respond within 14 days. While a genuine dispute is under investigation, recovery action on the disputed amount will be paused.

6.2 Vulnerable Circumstances

If you are experiencing financial difficulty, ill health, bereavement, or any other circumstances that affect your ability to deal with this matter, please let us know. We will adjust our approach accordingly and can:

- Allow additional time to respond
- Communicate in a different way (for example, by letter only if you prefer)
- Signpost you to free, independent debt advice services

Free debt advice is available from:

StepChange Debt Charity	0800 138 1111 | www.stepchange.org
Citizens Advice	0800 144 8848 | www.citizensadvice.org.uk
Money and Pensions Service	0800 011 3797 | www.moneyhelper.org.uk
National Debtline	0808 808 4000 | www.nationaldebtline.org

6.3 Right to Seek Legal Advice

You have the right to seek independent legal advice at any time. If you appoint a solicitor or debt adviser to act on your behalf, please notify us and all further communication will be directed to them.

6.4 Right Not to Be Harassed

You have the right to be treated fairly and with respect at all times. Recovia operates in full compliance with FCA guidance on fair debt collection. We will not: contact you at unreasonable hours; use threatening or misleading language; misrepresent our legal authority; or contact you at work if you have asked us not to.

If you wish to limit contact to written correspondence only, please notify us in writing and we will cease telephone contact.

7. How We Use Your Information

7.1 Recovia Ltd is a Data Controller in respect of personal information we hold about you independently (including information obtained through credit searches, Companies House, Land Registry and our own case management activities). The Creditor is the Data Controller in respect of personal information they have provided to us about you.

7.2 We process your personal information for the purpose of recovering the debt owed to the Creditor. Our lawful basis for processing is Legitimate Interests — we and the Creditor have a legitimate interest in recovering a lawfully owed debt, and this interest is not overridden by your rights in these circumstances.

7.3 We may share your information with: the Creditor; Clarion Solicitors (where legal action is recommended); High Court Enforcement Officers (where enforcement is required); tracing agents (where you cannot be located); and credit reference agencies. We do not sell your personal data.

7.4 Your personal data is retained for the duration of the case and for 6 years thereafter, in compliance with our legal obligations.

7.5 You have the following rights in relation to your personal data: the right to access the data we hold about you; the right to correct inaccurate data; the right to object to processing in certain circumstances; and the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk or 0303 123 1113.

7.6 To exercise any of the above rights, or for any data protection query, please contact: contact@recoviaholdings.co.uk or write to Recovia Ltd, 3rd Floor, 86-90 Paul Street, London EC2A 4NE.

8. Complaints

If you are unhappy with how Recovia has treated you, you can make a complaint:

By email	contact@recoviaholdings.co.uk
By post	Recovia Ltd, 3rd Floor, 86-90 Paul Street, London EC2A 4NE
By telephone	01527 304059

We will acknowledge your complaint within 3 Working Days and aim to provide a full response within 8 weeks.

9. Governing Law

These conditions are governed by the law of England and Wales. Any disputes arising from a payment arrangement entered into with Recovia are subject to the exclusive jurisdiction of the courts of England and Wales.

10. Contact Us

Address	3rd Floor, 86-90 Paul Street, London EC2A 4NE

Telephone	01527 304059
Email	contact@recoviaholdings.co.uk
Website	www.recoviaholdings.co.uk
Hours	Monday to Friday, 9:00am – 5:30pm