

FREQUENTLY ASKED QUESTIONS

Why should I challenge a request for payment?

The purpose of challenging a request for payment is to satisfy yourself of the following;

- a) Do you recognise the creditor?*
- b) Do you have an agreement with that creditor?*
- c) Has the creditor provided you with goods/service*
- d) Are you happy with the quality of the goods/service provided*
- e) Do you agree the monies they are requesting are correct and due to them?*

Which requests for payment can the People's Trust Victoria assist me with?

Any request for payment you receive that you are not satisfied complies with a) – d) above can be questioned. The Trust cannot deal with requests for payment once a matter has gone to court.

Is questioning the request for payment the same as refusing to pay?

We do not support anyone who refuses to pay legitimate expenses. The objective of the Trust is to locate the correct creditor and once we confirm they have a lawful right to the claim, we will seek your instructions to pay them. The Trust is aware that many people are receiving scam invoices from entities they have no business relationship with and we are trying to protect individuals from making incorrect payments to the wrong creditor.

What is the purpose of attaching payment?

By attaching the payment, you exhibit your intention and ability to pay and you are not avoiding payment.

When will payment be made?

Once the People's Trust Victoria locates the correct entity for payment, we will seek your instructions and confirmation to forward payment to the correct entity.

If I send a cheque to People's Trust Victoria can the creditor keep escalating their request for payment?

Corporate entities can do as they please. However, since they may not have proper basis to charge in the first place, any fees they add have no more relevance than the original sum requested.

Can the People's Trust Victoria assist me if I have a summons to appear in court for an alleged debt?

The objective of the Trust is to avoid court cases by resolving the issues in advance. If you are already in a proceeding you should seek legal advice.

Does the People's Trust Victoria offer legal advice?

No, the People's Trust Victoria does not provide legal advice. Our activities are limited to general advice concerning the payment of debts. Any legal advice should be obtained from a legal practitioner.

