




# Moorcroft Debt Recovery Limited

P.O. Box No. 17, 2 Spring Gardens, Stockport, SK1 4AJ.

Telephone  
0161 475 2910.

Visit our website   
WWW.MDRL.CO.UK



Date: 23/01/23

**When contacting us please quote :  
Moorcroft Reference  
008090023815**



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Dear MRS [REDACTED]

Client Reference : DRS0008800996

Balance : £357.80

## Please contact us to avoid further action

Our client HM REVENUE & CUSTOMS (HMRC) has informed us the balance of £357.80 remains unpaid.

Contact us as soon as possible so we can resolve this with you. We will work through your options, making sure you can afford your payments, so you can avoid the following action being taken against you:

- Further debt collection activity.
- HM REVENUE & CUSTOMS (HMRC) will charge interest on late payments.

You can get further information at:  
[Gov.uk/guidance/what-will-happen-if-you-do-not-pay-your-tax-bill](http://Gov.uk/guidance/what-will-happen-if-you-do-not-pay-your-tax-bill)

You can contact us on any of the methods included on this letter including telephone on **0161 475 2910** or visit our website **www.mdrl.co.uk**.

If this is unaffordable, you can also talk to one of the organisations offering free advice listed on the reverse of this letter.

Yours sincerely,

A.J.Martin  
Debt Recovery Manager

## How To Contact Us

Website 

**WWW.MDRL.CO.UK**

Our website is always open and you can

- Make a payment
- Make an offer of repayment
- Provide us with details of your circumstances
- Raise a query
- Frequently Asked Questions

Webchat 

We are open  
Monday - Thursday  
7.15am - 9.00pm  
Friday  
7.15am - 7.00pm  
Saturday  
8.30am - 4.00pm

By Telephone 

**0161 475 2910**

We are open  
Monday - Thursday  
7.15am - 9.00pm  
Friday  
7.15am - 7.00pm  
Saturday  
8.30am - 4.00pm

**24 Hour Payment  
Hotline** 

**0161 475 2949**

**We accept the  
following payment  
methods**



For security and quality purposes we may record or monitor telephone calls.

D-PC164J/OCT 22/1.0

Authorised and regulated by the Financial Conduct Authority.

Registered Office: 2 Spring Gardens, Stockport, SK1 4AA. Reg. No. 01703704 England. VAT Reg. No. 453 1092 73. Subsidiary of Moorcroft Group plc



## How to pay



Payment Hotline

To make a payment using our automated payment hotline, please telephone 0161 475 2949. This service is available 24 hours a day 7 days a week.



Direct Debit

Call us with your bank sort code, account number and Moorcroft reference number 008090023815 and we'll set it all up. Remember if you don't have enough money in your account to cover the Direct Debit, your bank could refuse to make the payment and you could incur bank charges.



Online

Make your payments online 24 hours a day 7 days a week. Just go to [www.mdrl.co.uk](http://www.mdrl.co.uk).



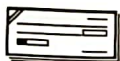
By phone

Call the number overleaf. All major card payments are accepted. Please note that by making payment on a credit card you may be subject to further charges as per your provider's terms & conditions.



Standing Order

Contact your bank quoting our sort code 16 - 32 - 21 and our bank account number 12499854 and your **Moorcroft reference** number found overleaf.



By Cheque or Postal Order

Payment must be posted to the address overleaf and be made payable to Moorcroft Debt Recovery and your **Moorcroft reference** must be quoted on the reverse.



Faster Payments

Faster Payments is an electronic payment scheme for the UK. Payments can be made via Telephone or Internet banking quoting our sort code 16 - 32 - 21 and our bank account number 10322698 and your **Moorcroft reference** number found overleaf.

Payment can be made using any of the options below.



Call us on the number overleaf and we can also provide you with other payment methods such as Paypoint.

## How to contact us

You can contact us by letter or telephone using the details shown on the front of this letter. Unless otherwise stated all calls are charged at standard rate from landlines.

You can use our website [www.mdrl.co.uk](http://www.mdrl.co.uk) or email us at [customers@moorgroup.com](mailto:customers@moorgroup.com).

For customers with hearing difficulties please use our minicom service on telephone number 0161 476 5199.

If you would like to know about the information we hold about you and how we process it, you can access our privacy policy at [www.mdrl.co.uk/PrivacyPolicy](http://www.mdrl.co.uk/PrivacyPolicy). You may alternatively request a copy by telephone or in writing using the contact information found overleaf.

We are committed to acting fairly and some of our key responsibilities and what we ask of you can be found at [www.mdrl.co.uk/SCBR](http://www.mdrl.co.uk/SCBR).

Moorcroft operates an internal complaint procedure. Should you wish to complain for any reason about the service provided by Moorcroft please email us at [CustomerRelations@moorgroup.com](mailto:CustomerRelations@moorgroup.com) or address your correspondence to our Compliance Department.

For more free advice about debt, the following organisations and websites may be able to help :

### The National Debtline

[www.nationaldebtline.org](http://www.nationaldebtline.org) Telephone 0808 808 4000.

### Money Helper

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

### Citizens Advice Bureau ( CAB )

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Check your local phone book or Yellow Pages for your nearest Citizens Advice Bureau.

### Step Change Debt Charity

[www.stepchange.org](http://www.stepchange.org) Telephone 0800 027 6845.

### JK Finance

[www.ukfinance.org.uk](http://www.ukfinance.org.uk)

This body has taken on the functions of the British Banking Association, which produces a useful leaflet "Dealing with Debt", which is available on the BBA section of the UK Finance website, along with other information which may be useful to you.