

COVID-19 update



The COVID 19 pandemic continues to evolve and Northridge has commenced contingency plans to assist our customers, our intermediary partners and our staff.

In view of the current changes the UK is making to address the COVID-19 pandemic, we wish to inform you of our current opening hours, effective from Friday 24th April 2020.

- **Monday to Friday – All Departments 9.00am to 5.00pm**

We would ask, where possible that contact with Northridge is via electronic means as contact centre telephony support is limited. If you are in financial difficulties and have received a letter from our Collections department, and wish to speak to a member of staff to discuss, please call the number on the letter. We continue to experience high call volumes and subsequently may be unable to answer your call in as timely a manner as usual.

For most queries, please visit the [Customer Toolkit](#) section of our website where you can:

- Obtain a settlement figure and balance on your Northridge agreement
- Notify Northridge of a change of address
- Request to change the bank collection day of your monthly repayment
- Obtain information on how to settle your agreement early or on making a partial settlement to your account
- Make a payment (arrears, settlement etc.) to your account

Support for customers impacted by COVID-19

If you are experiencing difficulties in meeting the repayments on your agreement because of COVID-19 issues, one of the things you may want to consider is a payment break. We have developed a simple [online form](#) to request this without having to call us.

We are liaising with UK Credit Reference Agencies, via the Finance & Leasing Association, so that the payment breaks offered will not affect customers' credit files.

Fraud and COVID-19

Fraudsters are exploiting the spread of COVID-19 coronavirus to facilitate various types of fraud and cybercrime. To protect you from these threats please continue to be vigilant with phishing emails received or emails with attachments that may contain malware. Check the [Fraud Alerts section](#) for more advice.

The safety and welfare of our colleagues and customers is our priority at all times. We have provided guidance, in line with WHO and UK Public Health Authority's recommendations, for all our colleagues. This includes guidance on protective healthcare and travel advice. We also have the appropriate hygiene and cleaning procedures deployed across our offices.

Stay safe and take care

Useful links

- [NHS Coronavirus covid – 19](#)
- [Gov.uk information for the public](#)
- [Gov.uk guidance on travel](#)
- [Foreign travel advice](#)