

Gavin Stedman  
Commercial Services Manager  
Frontline Services  
Regeneration, Community and Culture  
Medway Council  
Civic Headquarters  
Gun Wharf, Dock Road  
Chatham, Kent ME4 4TR

Your ref		Direct line	020 7211 8962
Our ref		Fax	
Date	25 January 2013	Email	Kate.damania@oft.gsi.gov.uk

Dear Mr Stedman

### **Fair Access to Credit – Debt Management**

Thank you for forwarding to Clive Maxwell, our Chief Executive, a copy of the above report produced by Medway Council. It has been read with much interest and has been passed on to me as head of the policy and intelligence teams within the Consumer Credit Group. I believe that some in my team fed in comments on an early draft.

We are pleased to see your recognition of the important work we are currently doing in both the payday lending and the debt management sectors. We hope to be in a position to issue our final report on the payday lending compliance review by the end of February. You may have seen our interim report, issued in November 2012: <http://www.oft.gov.uk/OFTwork/credit/payday-lenders-compliance-review/>. This highlighted many of the areas of concern that you found during your own consideration of the issues.

We have also issued updated guidance for those carrying out debt management services, another area highlighted in your report. Please be reassured that our interest in this sector does not stop at the issuance of guidance. We continue to monitor this sector very closely in order to ensure compliance with the minimum standards set out in the guidance



and will consider enforcement action in those cases where they are not adequately adhered to.

Yours sincerely

A handwritten signature in black ink, appearing to read "Kate Damania". The signature is written in a cursive style with a large initial "K" and "D".

**Kate Damania**

**T/Deputy Director, Policy and Intelligence, Consumer Credit Group**