

# CASHflow

## Using the new CASHflow website

### A guide for clients

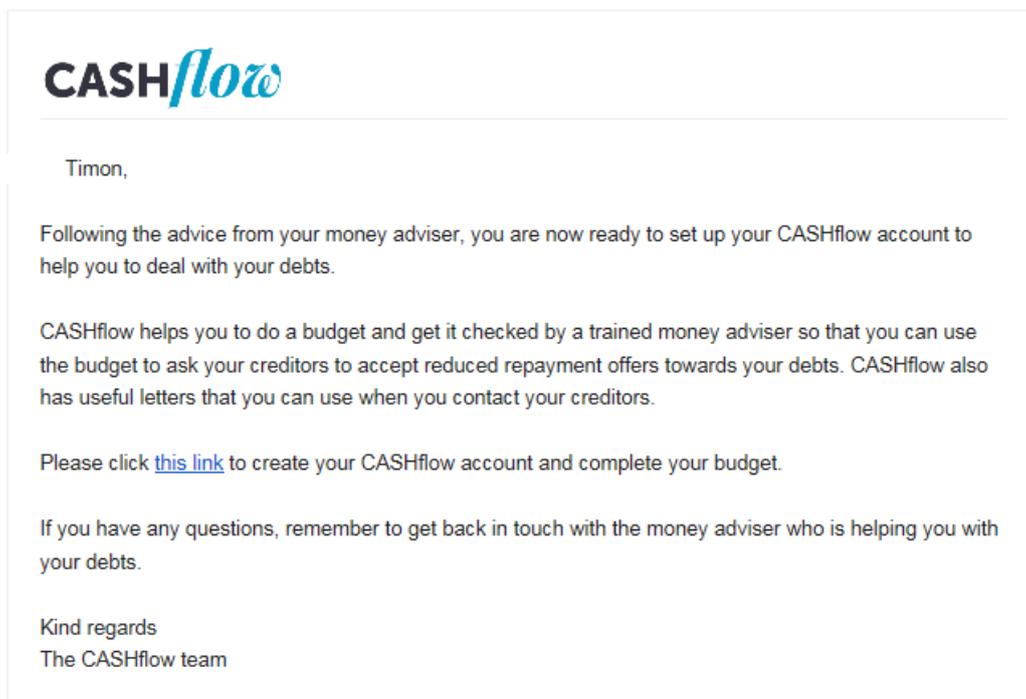
## How CASHflow can help you

CASHflow is free online tool that can help you to do your household budget and work out how much you can afford to repay towards your debts.

CASHflow will enable you to negotiate with your creditors in a way that is recognised by creditors. This can increase the likelihood of your repayment offers being accepted, as it gives creditors confidence that you have had debt advice and that your personal budget has been reviewed by an adviser.

## Accessing the site

- Your money adviser will email you a link to create your CASHflow account



- Click on the link in the email.

## Setup your secure account

- Create your account by setting up a password:

### CREATE YOUR ACCOUNT

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Please set up a password to activate your CASHflow account.

The password you choose must be a minimum of **8 characters** and contain both **upper and lower case letters** and at least one **number**.

You can log into your CASHflow account at any time using your email address and this password.

By creating your account you are agreeing to the CASHflow terms and conditions and privacy notice. View the CASHflow [terms and conditions](#) and [privacy policy](#).

Password \*

Confirm Password \*

SUBMIT

- By creating an account you are agreeing to us storing your personal details. The Money Advice Trust, who operates the CASHflow website, is committed to ensuring that you have control over the data we hold on about you. You can access our privacy policy prior to creating an account on the CASHflow website.
- You can delete your account at any time by contacting your adviser.

## Website navigation

- There are 5 main pages that can be accessed via the menu bar at the top of the screen:



## Your timeline

- The timeline takes you through the 5 steps in CASHflow:

### 1 Complete your personal budget

To complete your budget you will need to have up-to- date information about your income and outgoings. If you don't have this information to hand right now, you can still make a start on your budget and save it as you go along. You can log in as many times as you need to complete your budget and you do not need to complete the sections in any particular order.

[Complete my budget](#)

▼ [More Information](#)



### 2 Send your personal budget to your adviser

Send your personal budget to the adviser who is helping you with your debts. You can do this through CASHflow below. Your adviser will then check the budget you have sent to them. Make sure you let your adviser know that you have sent your budget to them.

[Send my budget](#)



### 3 View your CASHflowed 'Standard Financial Statement'

If your adviser approves your budget, they will 'CASHflow' it for you. This means that your budget is ready to go. You can now send the summary version of your budget, known as your '**Standard Financial Statement**' to your creditors. You will need to download the '**Standard Financial Statement**' first and print it off. Alternatively, you can ask your creditors to look at your '**Standard Financial Statement**' on CASHflow. This will save you having to print and post your budget out to them. You will need to give your creditors your unique CASHflow ID so that they can see your '**Standard Financial Statement**'. You can find your ID on your CASHflow account.

[View my Standard Financial Statement](#)





## 4 Contact your creditors

Once you have completed your **'Standard Financial Statement'** CASHflow has sample letters that you can choose from to send to your creditors. You can save a letter and add your own details to include what you want to say. Don't forget to save a copy. Send your letter along with your **'Standard Financial Statement'** to make offers of repayment to your creditors.

[Create my letters](#)



## 5 Review your situation

If your circumstances change, you can review your budget and create a new **'Standard Financial Statement'** to send to your creditors. If you have any questions about your budget or using CASHflow please get back in touch with your adviser.

[Review my situation](#)

## Step 1: Complete your personal budget

- To complete your budget, you will need to have up-to-date information about your income and outgoings. Before you start, it will be useful to have:
  - Payslips and benefit or tax credit notices
  - Utility bills including gas, electricity and water
  - Other regular household bills
  - Bank statements may help with standing orders and direct debits
  - An idea of your average spending for food and toiletries - receipts may help with this
  - A list of your creditors and how much you owe to each one
- If you don't have this information to hand right now, you can still make a start on your budget and save it as you go along.
- You can log in as many times as you need to complete your budget and you do not need to complete the sections in any particular order
- The budget is split into the following sections:
  - About you
  - Your income
  - Your fixed outgoings
  - Your flexible outgoings
  - Your savings and assets
  - Your debts

<b>ABOUT YOU</b> ^	<b>YOUR FIXED OUTGOINGS</b> ^	<b>YOUR FLEXIBLE OUTGOINGS</b> ^
Personal details	Home and Contents	Communication and leisure
Your household	Utilities	Food and housekeeping
Vehicles	Water	Personal costs
Employment	Care and health costs	
	Transport and travel costs	<b>YOUR SAVINGS AND ASSETS</b> ^
<b>YOUR INCOME</b> ^	School costs	Your savings
Earnings	Pensions and insurances	Assets
Benefits and tax credits	Professional costs	<b>YOUR DEBTS</b> ^
Pensions	Other essential costs (0)	Priority debts (0)
Other income		Non-priority debts (0)

## **Step 2: Send your personal budget to your adviser**

- Once you have finished your budget, or got as far as you can, you can click to 'send my budget to be reviewed'. This will change the status of the budget to: 'Sent to my adviser'. You will also receive an email to confirm that you have sent your budget to your adviser.
- Your adviser will receive an email to notify them that you have sent them your budget. You may want to contact your adviser separately to check they know that you have sent your budget to them and arrange to speak to them about your budget.
- Your summary version of the budget, known as your 'Standard Financial Statement' won't be ready to send to your creditors until your adviser has finished reviewing your budget.
- You won't be able to make any further changes to your budget until your adviser has finished reviewing it.

## **Step 3: View your CASHflowed 'Standard Financial Statement'**

- Once your adviser approves your budget, they will 'CASHflow' it for you. You will receive an email to notify you of this.
- This means that your budget is ready to go! You can:
  - Send the summary version of your budget, your 'Standard Financial Statement', to your creditors.
    - You will need to download the 'Standard Financial Statement' and print it off.
    - See the next step for sample letters that you can use to contact creditors.
  - Alternatively, if your creditor uses CASHflow, you can ask them to look at your 'Standard Financial Statement' through the CASHflow website.
    - You will need to give your unique CASHflow ID so that they can access your 'Standard Financial Statement'.

### **What happens when your adviser does not CASHflow your budget?**

- If, once reviewing your budget, your adviser feels that your budget is not complete and wants you to continue working on your budget, they will mark your budget as 'Being completed'. This means that the next time you log in to view your budget, the status of your budget will have changed to 'Being completed' and you will be able to make amendments, until you are happy to send it back to your adviser (see Step 2 above).

- If your budget is complete but your adviser does not agree with the content, they may mark it as 'Created myself'. This means that you have done the budget yourself. You will receive an email to notify you that your adviser has changed the status of the budget to being 'In revision'. You can use this "Created myself" version of your budget and send the Standard Financial Statement to your creditors, but it won't be 'CASHflowed' or have the CASHflow logo on it. Alternatively you can make further changes to the budget, which will change the status from being 'In revision' to 'Being updated' and ask your adviser to review it again (see Step 2 above).

#### **Step 4: Review your situation**

- If your circumstances change, you can review your budget and create a new 'Standard Financial Statement'.
- You can do this in 2 ways:
  - Go back to your money adviser and ask them to review your budget with you. This is a good option if your circumstances have changed significantly and you may benefit from further advice.
  - Make changes to your budget yourself by selecting 'Self-review'. This is a good option if you are only making minor changes to your budget, or if your creditors are asking for an annual review of your finances and your circumstances have not significantly changed.

#### **Step 5: Contact your creditors**

- If you choose to send your completed 'Standard Financial Statement' via post, you can use the sample letters to add your own details.

# LETTERS TO CREDITORS

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Letters to creditors are a set of sample letters you can use to write to your creditors. There are different letters depending on your current situation. Please download the letter you need and edit it on your computer before you send it to your creditors.

## [Sample letters introduction](#)

How you use your sample letters.

## [Pro-rata offer letter](#)

A letter to send to your creditors if you are making pro-rata offers of payment.

## [Token or no payment letter](#)

A letter to send to your creditors if you are offering token payments or you are unable to make any offers of payment.

## [Continue to pay letter](#)

A letter to send to a creditor who does not accept your offer to let them know you will continue to pay the amount you are currently able to offer.

## [Taking action letter](#)

A letter to send to a creditor who has asked you to go back to your money adviser to clarify something on your financial statement. The letter confirms you are taking action.

## [Creditor review letter](#)

A review letter to send to your creditors if they asked you to update them on your circumstances.

## [Change of circumstances letter](#)

A letter to let creditors know about a change in your circumstances.

## Support section

- This section of the website provides useful contacts and links under the following categories:

Advice and support with debt

Assistance with utilities

Assistance with TV Licencing

Assistance with Complaints

Your Financial Statement

## Question / Help

- If you have any questions about CASHflow, please contact your money adviser.