

How to Talk to Creditors When You're Under Pressure



A short, practical guide to handling tough conversations with professionalism and control.

1. Guiding Principles

- Be proactive — don't wait until it's too late.
- Be honest, but professional.
- Be specific — offer something concrete, even if it's small.
- Stay calm and focused — don't over-explain or apologise excessively.
- Document everything in writing (email follow-up).

2. Conversation Outline / Script

Use this structure in a phone call or face-to-face conversation:

1. Acknowledge the situation

"I wanted to reach out early to talk about our current position — things are tight right now and I want to avoid letting you down."

2. Show intention

"We're working hard to get back on track and I'm being transparent with everyone we owe."

3. Offer something (even small)

"We can make a part-payment of £___ this week and update you again by [date]. I know it's not ideal, but it's a start."

4. Request flexibility

"Would you be open to a short payment plan or deferral while we stabilise things?"

5. Confirm and follow up

"Thanks for your understanding. I'll email this over so we have a written record."

3. Email Template

Subject: Request for Payment Plan – [Your Business Name]

Hi [Creditor's Name],

I'm getting in touch to be transparent about our current situation. We're under pressure at the moment and want to avoid falling behind further.

We'd like to propose a short-term arrangement:

- Make an immediate part-payment of £[amount]
- Follow up with a second payment on [date]
- Review progress by [date]

Please let me know if this is acceptable — we genuinely want to work with you and keep communication open.

Kind regards,

[Your Name]

[Business Name]