

CREDIT CARD COMPANY SCRIPT

WORD-FOR-WORD SCRIPTS FOR
NEGOTIATING WITH EVERY
MAJOR UK LENDER



Introduction: Why Scripts Matter

When calling creditors, most people fail because they:

- Don't use the right language
- Sound uncertain or apologetic
- Don't know what to ask for
- Give up after the first "no"

These scripts solve that problem.

They're word-for-word conversations that have helped clients save £200-£400/month through interest freezes, payment holidays, and reduced settlements.

Important: These are starting templates. Adapt them to your situation, but keep the core structure.

The Universal Script Structure

Every creditor negotiation follows this three-part framework:

Part 1: Establish Financial Difficulty (30 seconds)

"I'm experiencing financial difficulty and I'm struggling to maintain my current minimum payment."

Key words: "financial difficulty" (triggers FCA (Financial Conduct Authority) protocols)

Part 2: Demonstrate Responsibility (30 seconds)

"I don't want to default on this account. I've created a budget and I'm following a structured plan to manage my debts. I'm calling proactively to find a solution."

Key words: "don't want to default," "structured plan," "proactively"

Part 3: Make Specific Request (30 seconds)

"I'd like to request [specific ask]. I can afford to pay £[amount] per month as this is affordable and sustainable. Can we arrange this?"

Key words: Be specific. State what you can afford.

What to Ask For

Option 1: Interest Freeze

Best for: All credit card debts

What it means: Interest stops accumulating. 100% of your payment goes to principal.

Duration: Typically 6-12 months

Impact on credit: May be noted on credit file, but better than missed payments

Option 2: Reduced Payment

Best for: When you can't afford current minimum

What it means: Lower monthly payment for 3-12 months

Duration: 3-12 months, reviewable

Impact on credit: May be noted on credit file

Option 3: Payment Holiday

Best for: Temporary crisis (job loss, illness)

What it means: 1-3 months with no payment required

Duration: 1-3 months

Warning: Interest usually continues

Option 4: Full Payment Plan (Account Closure)

Best for: Can't afford minimum + want structure

What it means: Account closes, interest freezes, fixed monthly payment agreed

Duration: Until balance paid

Impact on credit: Account shows as closed/arranged

Option 5: Settlement (Partial Write-Off)

Best for: Already in arrears or considering default

What it means: Pay 40-70% of balance as lump sum, rest written off

Requirements: Usually need to be 3+ months in arrears

Impact on credit: Marked as "partially settled" (negative but better than default)



Company-Specific Scripts

BARCLAYCARD

Department: Options Team / Collections Phone: 0800 151 0900 Best time: 9am-11am weekdays

Opening: "Hello, I need to speak to your Options Team about financial difficulty on my Barclaycard ending in [last 4 digits]."

Full Script: "I'm experiencing financial difficulty and struggling to maintain my minimum payment of £[amount]. I've lost income / had increased expenses / am managing multiple debts [choose one]. I don't want to default, which is why I'm calling proactively. I've created a budget and I can afford £[amount] per month reliably. I'd like to request an interest freeze and reduced payment arrangement. Can you help with this?"

What Barclaycard typically offers:

- 6-12 months interest freeze (common)
- Reduced payments to as low as £25/month
- May request income/expenditure form

If they say no: "I understand this might not be standard. Can I speak to a supervisor or escalate to your Financial Difficulty team? My alternative is speaking to Step Change about a formal debt management plan, but I'd prefer to work directly with you."

MBNA

Department: Customer Solutions Team Phone: 0800 0279 790 Best time: 10am-2pm weekdays

Opening: "I need help with financial difficulty on my MBNA card ending in [last 4 digits]."

Full Script: "I'm in financial difficulty and unable to maintain my current minimum payment. I've been in persistent debt for [timeframe] and I'm paying more in interest than principal reduction. I want to pay this off, but I need the interest frozen so my payments actually reduce the balance. I'm willing to close the account and agree to a payment plan of £[amount] per month until the balance is clear. Can we arrange this?"

What MBNA typically offers:

- Interest freeze very common
- Willing to close account and set up payment plan
- Reduced payments possible
- Usually responds well to "persistent debt" language

Key phrase: Mention "persistent debt" if you've been paying interest for 18+ months.

CAPITAL ONE

Department: Financial Difficulties Team Phone: 0330 022 2062 Best time: 9am-12pm weekdays

Opening: "I need to speak to your Financial Hardship Team about my Capital One account."

Full Script: "I've fallen into financial hardship due to [brief reason]. I'm currently paying £[amount] per month in interest alone, which means I'm not making progress on the balance. I don't want to default, but I need help. I can afford £[amount] per month reliably if the interest is frozen. I'm willing to close the card account and commit to a structured payment plan. What options are available?"

What Capital One typically offers:

- Very generous hardship programs
- Often freeze interest for 12+ months
- May offer very low payments (£1-25/month minimum)
- Generally sympathetic to genuine hardship

Note: Capital One is one of the most accommodating for genuine financial difficulty.

LLOYDS BANK CREDIT CARD

Department: Money Worries Team Phone: 0345 606 2172 Best time: 8am-10am weekdays

Opening: "I'd like to speak to the Money Worries Team about my Lloyds credit card."

Full Script: "I'm a long-term Lloyds customer [if true] experiencing financial difficulty. My minimum payment has become unaffordable. I've been trying to manage this myself but I need support. I can pay £[amount] per month if you can freeze the interest. I've created a budget and I'm committed to clearing this balance. Can you help me with an arrangement?"

What Lloyds typically offers:

- Interest freeze for 6-12 months
- Reduced payments
- Sympathetic to long-term customers
- May offer breathing space support

Key phrase: Mention customer loyalty if you've banked with Lloyds for years.

SANTANDER

Department: Financial Support Team

Phone: 0330 912 8843 Best time: 9am-12pm weekdays

Opening: "I need help from your Financial Support Team with my Santander credit card."

Full Script: "I'm in financial difficulty and I need support with my credit card. My current minimum payment is unaffordable. I'm working with a budget and managing multiple debts. I can pay £[amount] per month if we can arrange an interest freeze and lower payment. I'm being proactive because I don't want this to escalate to defaults or court action. What can you offer?"

What Santander typically offers:

- Interest freeze possible
- Reduced payments
- May mention debt management plans
- Generally professional and structured

TSB

Department: Specialist Support Team Phone: 0345 835 3858 Best time: 10am-3pm weekdays

Opening: "I need to speak to Specialist Support about financial difficulty."

Full Script: "I'm experiencing financial vulnerability due to [situation]. I'm finding it very difficult to maintain my TSB credit card payments. I've done a budget and I can manage £[amount] per month if interest is frozen. I'm asking for help before this situation becomes critical. Can you provide a payment arrangement?"

What TSB typically offers:

- Sympathetic to vulnerability language
- Interest freeze available
- Reduced payments
- May offer signposting to support services

Key phrase: Use "financial vulnerability" if applicable (illness, job loss, family crisis).

AMERICAN EXPRESS

Department: Financial Hardship Team Phone: 0343 084 4040 Best time: 9am-11am weekdays

Opening: "I need to speak to your Financial Hardship Team."

Full Script: "I'm experiencing financial hardship and my American Express payments have become unaffordable. I've been a cardholder for [timeframe] and I've never missed a payment until now [if true]. I can afford £[amount] per month if you can freeze interest and arrange a payment plan. I want to honor my commitment to American Express but I need temporary support. What programs do you have?"

What Amex typically offers:

- Hardship programs available
- Interest freeze possible
- Values payment history—mention if good
- May offer payment deferral

Note: Amex responds well to good payment history. Mention if relevant.

VANQUIS

Department: Customer Services / Hardship Team Phone: 0333 00 30 000 Best time: 9am-12pm weekdays

Full Script: "I'm struggling financially and I need help with my Vanquis card. I can't afford the current minimum payment. I can pay £[amount] per month if you can freeze the interest. I'd like to set up a formal arrangement to clear this balance. Can we do that?"

What Vanquis typically offers:

- Very flexible with hardship
- Often freeze interest immediately
- Reduced payments common
- Generally accommodating

NEWDAY (AQUA, MARBLES, AMAZON MASTERCARD)

Department: Customer Services Phone: Numbers vary by brand (check card)
Best time: 9am-12pm weekdays

Full Script: "I'm in financial difficulty and I need help managing my [brand] card. The current minimum payment is unaffordable. I've created a budget and I can pay £[amount] monthly if you freeze the interest. I want to avoid defaulting. Can you arrange a payment plan?"

What NewDay typically offers:

- Interest freeze common
- Payment plans available
- Reduced minimums
- Generally accommodating

The Escalation Script

If the first representative says no, use this:

"I understand this might not be your standard approach. I'm in genuine financial difficulty and I'm trying to handle this responsibly before it escalates. Can I speak to a supervisor or someone in your specialist financial difficulty team? My alternative is contacting StepChange about a debt management plan, but I'd prefer to work directly with [company name]."

Key phrases:

- "Genuine financial difficulty"
- "Handle responsibly"
- "Before it escalates"
- "StepChange" (this gets attention)

What NOT to Say

- ✗ "I might declare bankruptcy" (too aggressive)
- ✗ "I refuse to pay" (confrontational)
- ✗ "Your interest rates are illegal" (factually wrong in UK)
- ✗ "My friend got X so I should too" (irrelevant)
- ✗ Threats or aggression of any kind

Stay calm, factual, and solution-focused.

After The Call

Step 1: Get Written Confirmation

Before ending call:

"Can you send me written confirmation of what we've agreed via email?
What's the reference number for this conversation?"

Record:

- Date and time of call
- Representative's name
- Reference number
- What was agreed

Step 2: Wait for Confirmation (48-72 hours)

Check email for confirmation letter. Should include:

- New payment amount
- Interest status (frozen/reduced)
- Duration of arrangement
- Review date

Step 3: If No Confirmation

Call back after 3 working days:

"I called on [date] and spoke to [name] about a payment arrangement.
Reference number [X]. I haven't received written confirmation. Can you resend?"

Step 4: Make First Payment On Time

Critical: First payment under new arrangement **MUST** be on time. Missing it can void the agreement.

Common Questions

Q: What if they request an income/expenditure form?

A: Complete it honestly. This is standard. They need to verify financial difficulty. Usually takes 3-5 working days to process.

Q: Will this hurt my credit score?

A: May be noted as "payment arrangement." But this is far better than missed payments or defaults.

Q: How long do arrangements last?

A: Typically 6-12 months, then reviewed. You can request extensions.

Q: Can I negotiate multiple cards at once?

A: Yes. Do one per day to avoid confusion. Prioritize highest interest first.

Q: What if they flat refuse?

A: Escalate to supervisor. If still refused, continue minimum payments and try again in 4-6 weeks, or contact StepChange for formal debt management plan.

Final Tips

1. **Call early in the day (9am-12pm)** - representatives are fresher
2. **Have your budget ready** - be able to explain your income/expenses
3. **Be honest** - don't exaggerate, but don't downplay difficulty either
4. **Stay calm** - emotional calls get worse outcomes
5. **Don't accept first offer** - if they offer £75 and you can only do £50, say so
6. **Get everything in writing** - verbal agreements mean nothing

Remember: Creditors would rather get paid something than nothing. You have more negotiating power than you think—especially if you're proactive before defaulting.