

Hello,

We want to thank you for your understanding and patience during this time. Due to the current situation surrounding COVID-19, we are experiencing extremely high call volumes and will endeavour to help you as best we can. We have various solution options that could be suitable to your individual circumstances.

If you are concerned about your ability to make your next or future payments, please complete and return the below form to us and we will get in touch with you.

To send us your information, please complete your details within the empty boxes below and email the form back to us: **covid-19@motonovofinance.com**

Please download and save this form to your computer or mobile device.

1. Click the text boxes to enter your details (this is an editable PDF, so you can type in the boxes)

2. Save your document with your details in and return the form via email attachment to covid-19@motonovofinance.com

Your personal details

Full name	
Date of birth	
Agreement number	
Email address	
Telephone number (Best no. to contact you on)	

Your situation

We treat each of our customer's individually to provide the solution that's right for you. In order to help you, we need to start with some details:

Is your situation related to the Coronavirus outbreak? (Please enter Yes or No)	
Do you consider yourself to be in a high risk group, if so why? Do you explicitly consent to us recording this information in your account notes?	
How much can you pay?	
What are you proposing, and what help would you like from us?	

Please can you help us understand how your finances have been impacted?

Please provide as much details as you can

Have you contacted us about this before?

If so, please specify how i.e. Facebook, Twitter, email or phone

We will review the information you have provided and come back to you with a proposed solution.

We will send you an email within the next **7 -10 days**

Many thanks for your patience,

MotoNovo Finance Collections