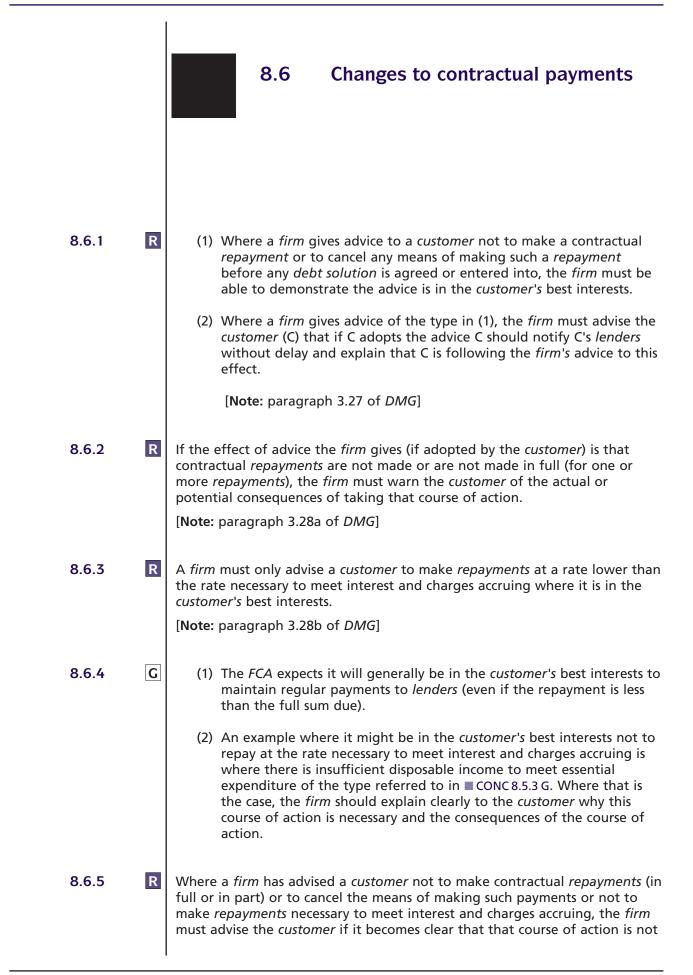
**Consumer Credit sourcebook** 

## Chapter 8

## Debt advice

## **CONC 8 : Debt advice**



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producing effects in the *customer's* best interests to enable the *customer* to take action in the *customer's* best interests.

Note: paragraph 3.28c of DMG]

8.6.6

(1) An example of an effect not in the *customer*'s best interests would be if a *lender* does not agree to stop applying interest and charges to the *customer*'s debt.

[Note: paragraph 3.28c of DMG]

(2) Where it becomes clear that the course of action in ■ CONC 8.6.5 R is not producing effects in the *customer's* best interests the *firm* should, where withdrawing from the *debt management plan* may be in the *customer's* best interests, advise the *customer* of the possibility of withdrawing from the plan.