

## Checklist - Before submitting a DRO Application

---

(This checklist is taken from MATs DRO Toolkit, for more resources see the Wiseradviser website)

You must do all of the following and make sure the case record reflects this:

### **1. Ensure that your client has received advice about all the debt remedy options open to them**

If they haven't, give this advice yourself. This applies even where a client contacts you for the specific purpose of applying for a DRO.

### **2. Give your client advice about debt relief orders**

You must give the client full and accurate advice about a DRO and how it would affect them in their particular situation, even where the client has already seen another adviser.

### **3. Make sure your client meets all the qualifying conditions**

If your client makes an application for a DRO when they don't meet all of the qualifying conditions, the DRO will be declined and the client will lose the application fee.

### **4. Check for transactions at an undervalue or preferences**

If either of these has happened within the last two years, the DRO Unit may decide to decline the DRO.

### **5. Do a search of the insolvency register**

If your client is already involved in any other formal insolvency proceedings, they won't qualify for a DRO. Keep a copy of the search on the client's file.

### **6. Get a free Experian credit reference report**

You must get a credit report from Experian and get it amended if it shows that your client owes more than £15,000 when really they don't. It's good practice to also get copies of credit reports from Callcredit and Equifax.

### **7. Check your client's paperwork**

Not all debts are shown on a client's credit reports so you must also check your client's paperwork to help get an accurate picture of their debt situation.

### **8. Get up-to-date balances from the creditors in writing**

If the figure on the application is lower than the actual amount owed, a creditor may be able to chase the client later for the shortfall.

### **9. Copy documents for the client's file**

You should check and copy all paperwork in support of the information included in the application. For example creditors details, confirmation of property valuations, proof of income and expenditure.

### **10. Confirm your advice in a letter**

Whatever the client decides to do, you should always send your client a letter summarising the advice you've given and confirming next steps.