



Creditor harassment

Many people find pressure from creditors and debt collectors unpleasant and sometimes distressing. However, there are limitations on their activities.

The Australian Securities and Investments Commission (ASIC) is responsible for dealing with misconduct when the debt relates to the provision of financial services (for example, credit cards, personal loans etc.). The Australian Competition and Consumer Commission also has guidelines in relation to misconduct with other types of debt. See <http://www.asic.gov.au> for information.

Creditor harassment involves excessive pressure by a creditor or debt collector to pay a debt. It may involve threats of violence, threats to embarrass the debtor, false information, excessive telephone calls, home visits or general nastiness.

Options for dealing with creditor harassment include:

- keep a diary of all communication with a creditor, including date, time and what was said
- know the times the creditors are able to contact you – see <http://www.asic.gov.au>
- do not make promises to pay that you cannot fulfil
- speak with a financial counsellor call 1800 007 007

DISCLAIMER: The information provided in this information sheet is of a general nature only, and is not intended to be legal advice. There may be errors or inaccuracies or the information may not be completely up-to-date. Always check the information provided before relying on it. The information relates to consumer law in New South Wales, Australia.