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MONEY BOX LIVE

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LEWIS: Hello. It's been a week of bleak economic news. Economic growth has gone into reverse, the Governor of the Bank of England says wages haven't grown in real terms since 2004 - that's the worst freeze in living standards since the 1920s. And the same man, Mervyn King, warned that inflation could rise to 5% this year. He should know; it's his job to control it. And as money gets tighter, there's a growing temptation to borrow our way out of our personal financial crisis. Now some borrowing of course isn't a bad thing, but if your expenditure exceeds your income and that goes on year after year, then you are heading for nothing but trouble. So today Money Box Live answers your questions about sensible borrowing and managing debt if you've got into difficulties. Next week, a new European directive will change the way that loans are described. That should make adverts and websites clearer at least. New rules about how credit cards operate began this month. And today the Treasury's announced that the Financial Services Authority will take over responsibility for second mortgages and other loans secured on our home. And in Scotland there are new laws that protect homeowners who are in debt. So a lot of changes to talk about and I'm sure a lot of questions and problems to do with borrowing and debt. Whatever your question, you can call Money Box Live now. 03700 100 444 is the number. And to answer your questions, with me in the studio is Michelle Slade. She's from the comparison site Moneyfacts, one of the original comparison sites. Lynne Jones, a money adviser with the charity National Debtline is in our Birmingham studio. And Liz McVey from the Consumer Credit Counselling Service is in Glasgow. And our first question is from William who's in

Cambridgeshire. William, your question?

WILLIAM: Good afternoon. I took out a loan 3 years ago with our bank, Barclays, who we'd been with for many years. And this was for £25,000. And I understood at the time that I would be able to pay back part of this sum when I received my lump sum when I turned 60. I was a school teacher. When I tried to do this, I was told that I couldn't you know pay back part of the loan; that I had to pay the entire amount. And so now I'm in the position of paying - this is over 10 years - £312.55 a month on the loan of which £147.93 is interest. So I'm paying this off with my lump sum, which has been reducing quite quickly, you can imagine.

LEWIS: Yes and I bet you're not earning 8.7% interest on your lump sum, are you?

WILLIAM: No. No, no, exactly.

LEWIS: So your question really is about is this a term of loan contract that's there and enforceable, I suppose really? Is that the point?

WILLIAM: Partly, but I would be interested to know if there is perhaps a more creative way around this.

LEWIS: Right.

WILLIAM: If I you know could somehow … I could settle half the amount.

LEWIS: Yes, so you've got enough to pay off half of it, but not all of it, and that's the problem.

WILLIAM: I've got enough to pay off half the amount.

LEWIS: Okay, well let's ask our debt experts first. Lynne Jones from National Debtline?

JONES: Hello William. I mean you're absolutely right - is it a term of the contract? Was it a term of the contract or was it something that was just said to you verbally at the time? If it is in your contract they should be allowing you to pay off half of the debt now, then I would consider actually going down the complaints route. In terms of perhaps being more creative in maybe investing the money, it may be better to seek some financial advice - you know investing the lump sum that you had to generate an income whilst you're actually paying the debt off.

LEWIS: Yes, I suppose certainly getting the best interest rate on it. Liz McVey?

McVEY: I think, William, it sounds like the pressure of you paying this amount is quite hard for you. Would you agree with that?

WILLIAM: Oh it absolutely is, yes.

McVEY: So have you worked out your budget? You know can you actually afford that amount per month? I mean I would say the first place to start is looking at your budget. Can you afford that monthly payment? And if not, what can you afford? And it may be that you know the £147.93 is too much and too much of a strain right now.

WILLIAM: Yes. The £147.93 is just the interest that I'm paying.

McVEY: Oh beg your pardon.

WILLIAM: The full amount if £312.

McVEY: Right.

WILLIAM: And you know we ought to be able to pay it, but we have a very high mortgage as well. And so this is really the sticking point. You know we would be fine had we been able to reduce the amount.

LEWIS: And Michelle Slade from Moneyfacts, I hate to suggest this because I normally jump on people who suggest this, but is there any way William could … He's got half the money. Could he borrow the other half at a better rate than what he's paying - 8.7%?

SLADE: Not really, to be honest.

LEWIS: No.

SLADE: I mean there are some loans out there as low as sort of 7.3 for new borrowing at the moment, but obviously you know if he's struggling to meet this repayment and you know his income's maybe not so significant now, then you know he may sort of struggle to get the loan. But yeah, the rates aren't much better you know than the rate he's got now in fact, and in most cases they're probably likely to be much higher.

LEWIS: Yes, though I suppose he'd pay off half of it, so he'd only owe half as much.

SLADE: He would, yes. I mean typically around that sort of area, you're looking for about a similar sort of rate - 8.9. So if he could use it to pay one off and to have a smaller one, it might help cut down the monthly repayments.

LEWIS: I suppose, William, you've been to Barclays about this. They've said no. Have you made a formal complaint about it?

WILLIAM: I haven't, no.

LEWIS: It may be worth just putting it in writing, sending a complaint. And they all have complaints handling procedures they have to follow; and then if they don't respond within a reasonable time, which I think is 8 weeks, then you have the right to go to the Financial Ombudsman Service and it may be that they would consider that this was unfair behaviour on the part of Barclays. But without seeing the contract, without knowing that, it's hard to say, but that's what I'd recommend because there probably isn't another route that we can suggest at the moment. So make a complaint and go to the Financial Ombudsman, see what happens, is all we can suggest, I think.

WILLIAM: Thank you very much indeed.

LEWIS: Thank you for your call. I hope we have been helpful. I want to take an email now. This is one of several we've had about redundancy. This is from Jacqui. Jacqui was made redundant, which of course is the start of many people's debt problems. She's been working for an agency, a temp agency, and she has a car loan to pay off. She doesn't have enough income. Also got a mortgage. And she's asked a similar point to the one I was making earlier: is it worth taking the risk of taking money from a credit card to pay off a car loan, considering a kind of interest free balance transfer? What do our debt advisers think about that? Liz McVey?

McVEY: I think the key thing there is that Jacqui's just working on a temporary contract just now. Is that contract going to last? Although she perhaps can service an interest only credit card just now, is that going to suffice for the term of the car?

LEWIS: But the problem I think that she faces though - and many people in debt do and I alluded to this in my introduction - her income at the moment is not enough to pay off her outgoings and pay off her debts, and that really is where these problems begin, isn't it?

McVEY: Absolutely.

LEWIS: Lynne, sorry?

JONES: If I could just dip in there. One thing I would be interested in finding out is whether the car loan is literally a straightforward loan, in which case she could look to making reduced offers of payment until her circumstances do improve, or whether she's got a hire purchase agreement. If it's hire purchase, then the vehicle could be at risk if she doesn't keep up with payments; but she may equally have other options open to her, including something called a time order.

LEWIS: Yes. And with hire purchase, I think I'm right that you can just give the car back after you've paid half of it. I mean obviously you don't have a car, but at least you've got rid of the debt.

JONES: Indeed, you can give the car back. In fact you can give the car back even if you've paid less than half, but obviously that does mean that there would still be a debt outstanding. But at least then that debt would not be a priority debt and again she could look at negotiating at a reduced rate. But if it's a loan to start with, there's no risk to the vehicle.

LEWIS: And Michelle Slade, credit cards. You can still get these interest free balance transfers, can't you?

SLADE: You can. I mean you can get up to 0% for 17 months at the moment. There's quite a few, and in fact in the last sort of month or so we've seen a number of people coming out with new deals. I think the problem is, as she said though, on a temporary contract to get the best deals now that are out there, the banks will be looking to make sure that you can affordably repay this debt, and you know on a temporary sort of job it's unlikely that she's going to be actually accepted.

LEWIS: Yes, that is a problem. Okay, well thanks for your email, Jacqui. Sorry we can't help more. I fear that's going to be the case with many of our callers and emailers today. Gary is calling us now from Chichester. Gary, your question?

GARY: Hello. My query mainly is I'm with a debt company dealing with my debts, and I've been approached by another company who say that they can write off at least half the debts and then I only pay them back for the debts that remain according to the legal outstandings of the debt. And my problem is do I just stand where I am and just keep going, or am I just going to get fooled into even more mounting problems than I would have if I just stayed still?

LEWIS: Yes, it's hard to see how the debts can be written off. We did do several stories about this some months ago - companies claiming that there were loopholes in the law. They mainly turned out not to be right, I must say. But let me ask our debt advisers who must come across this quite a lot. Liz McVey?

McVEY: Again I would say what guarantees do you have that they are going to write off the debt? And you mentioned you're with a debt management company. Are you paying for that service?

GARY: Yeah, I pay 21% of monthly handling.

McVEY: I mean you know that you can get that advice for free, you can get that service for free, which means that more money is going towards your creditors and you're paying the debt off faster?

GARY: So what do I do? Do I go straight to the people themselves and not go to the debt management handling system?

LEWIS: Well I think the answer is you go to one of the charities that does this free, and I'm going to give them the opportunity each to say who they are now. Liz, what does your charity do and how do people get in touch?

McVEY: Well we have an 0800 number that you can use a search engine and find us: cccs.co.uk. And we have an online debt counsellor that you can use and so it's very easy. And it doesn't cost you anything is the important thing.

LEWIS: And Lynne Jones is from National Debtline and does a similar job.

JONES: Indeed yes. We're a charity that offers free and confidential advice on debt. It's a free phone service. We can send you information and we can look at all options that could be applicable to you. There may well be other options there for you.

LEWIS: I should say if you're searching through a search engine for National Debtline or Consumer Credit Counselling Service, do be careful because there are commercial companies that have bought positions in the charts you get when you do that search, so make sure the link you click on actually says National Debtline or cccs on it and make sure you get the charity and not another commercial company. And what about people in Gary's position? Can they now leave the debt management company they're with? Is that possible or not?

JONES: Yes, it is. A debt management plan is not a legally binding contract in so far as you can give notice to withdraw from the agreement.

LEWIS: Okay. So I would recommend to anyone in debt - and we've had a few emails asking this - those two charities, National Debtline, Consumer Credit Counselling Service. I should also put in a plug for Citizens Advice Bureau, which of course are all over the country, though I have to say we've had several emails this morning about how their funding is being cut and how financial help through that service is being cut. And so one of them actually said to me be patient, you may face a long wait, which is one of the problems - that free services, often you do have to wait a bit longer. So CAB, National Debtline, Consumer Credit Counselling Service - no need to pay for debt advice. That is the message, I think. Let's move on now. Thank you, Gary, and I hope that is some help to you. Let's move on now to Lucy who's calling us from Avonwick. Lucy?

LUCY: Hello. Good afternoon. After serious family problems in 2005, my husband and I went into an IVA. And I would like the legal interpretation of a 'satisfied' IVA because one creditor is showing on our credit report (which is NatWest) 'default satisfied' and they'd even added on interest which was also against the actual IVA agreement; and the other creditor (Barclays) consulted their solicitors and removed it. We have also been to the Financial Ombudsman. I don't know if you want me to speak about that.

LEWIS: Ah right. Well if you've already been there, that's one thing we can't suggest.

LUCY: I think one thing I'd like to …

LEWIS: And did they find against you then?

LUCY: They found against us because they made an assessment on the Experian website's view of IVAs. And I have discussed it with them. They would not look at our legal agreement, the IVA, so I said I went to them as an alternative to the courts and it's been confirmed by the Financial Ombudsman yesterday that they are not an alternative to the courts.

LEWIS: No, I think that's a common misconception. They are an arbitration service, so they often do find in favour of the people who complain. Let me just ask Lynne Jones first. Just explain what an IVA is to all those listeners who I'm sure are a bit baffled at the moment.

JONES: Okay. An IVA is a form of insolvency - different to bankruptcy in its purer form in so far as you're not banned from any of the restrictions and you are paying back on the debt, typically over 5 years. So when Lucy's asking about a satisfied IVA, presumably that means that you completed your IVA after that 5 year period? Hello?

LEWIS: Lucy?

LUCY: Yes, we did.

JONES: You did complete your IVA, yes.

LUCY: Yes, we did. And our insolvency practitioner is also supporting our case because they feel that an IVA should actually clear your credit report. It should be showing as a public record for 6 years as satisfied.

JONES: On the credit reference file, it will show from 6 years from the date that the IVA was actually taken out and one year following its completion, so 6 years in total.

LUCY: Yes. And it's showing as satisfied. But what is also showing is one of the creditors are showing the debt as a default satisfied, which is actually restricting us from even getting a normal bank account. Our bank wanted our completion certificate, but they have to do a credit report; and because NatWest have left that on, we can't even get a debit card.

LEWIS: Okay. I mean this is one of those very difficult points where you've done apparently all you seem to have done, but you've still got a problem. Liz McVey, is there anything you can suggest through the courts or some other way that Lucy might be able to resolve this problem?

McVEY: It's very different here in Scotland, I'm afraid.

LEWIS: Ah right, okay, sorry. Lynne, anything in England and Wales that you can suggest might solve this problem because clearly Lucy has a disagreement with someone and no-one seems able to resolve it?

JONES: I mean you've been down the Financial Ombudsman route. The only other route I could suggest that you may look at is the Information Commissioner where you can go to about complaints on a credit reference file. I'm assuming, in all honesty, if you've been via the Financial Ombudsman route, the ultimate outcome probably won't be very different, I'm afraid.

LEWIS: No.

LUCY: I wouldn't have thought so, but I am concerned for other people because we went into this in good faith. And when we originally went into it, we were told that basically it cleared your credit file and you just had the IVA showing.

JONES: Is the default from before the IVA was taken out?

LUCY: No, it's not. It's actually we've had serious bereavement problems and we opted for an IVA, so we only faulted on our debts when we went into the IVA. And the legal agreement of an IVA says it's in full and final settlement and I expected the Ombudsman to assess that legal agreement. And they've now admitted after 9 months, which is a very long time, that they don't give a legal view, but their website quite clearly states and their vision states it's an informal alternative to the courts, so they're now actually reviewing what they've got on their website because they agree with me.

LEWIS: Okay. There is a complaints procedure about the Ombudsman, I should say, which you'll find through their website. And the only thing about credit reference agencies I would suggest is if you feel they are saying something that's untrue or should not be true and it's defaming you, then you could write to them and suggest that they look at it from that point of view. But that's a bit of a long shot in your case. Lucy, we're going to have to stop you there because we've got other calls coming in, but thanks very much and I'm sorry we can't help more. A quick email from James who says he's been in a debt management plan for 19 months. Some of his creditors won't freeze interest and charges. It makes it very difficult. He's 2 years off retirement; he'd like to get his debts paid off. Liz, is this something where he should just go to one of the charities and see what they can do to help him?

McVEY: Yes, I would absolutely say so. But the difficulty is, even with ourselves, we cannot guarantee that interest and charges will be frozen. The results are very good, but we can't say it's going to be 100%.

LEWIS: No and it depends of course who the creditor is, doesn't it?

McVEY: It very much does.

LEWIS: And just in general terms, from what I read from both your organisations, debts among people who are approaching or indeed past retirement age are getting more and more common?

McVEY: Very, very much so. Certainly I mean the over-60s. We now have procedures and policies in place to deal with them because there's such an increase.

LEWIS: Okay. Anyway, James, I do suggest you ring one of the two charities, National Debtline, Consumer Credit Counselling Service, or your local CAB and see if they can offer any more help. Frances is now calling us from Colchester. Frances, your question?

FRANCES: Hi there. I'm 27 at the minute and a few years ago I took out a career development loan to do a course to enhance my skills and make money. And I'm self-employed now. I'm just about to do my driving test and I don't know whether to borrow more money to buy a vehicle, which is what I'd have to do because I've sort of organised myself so I can be debt free by 30 the way I'm going, but you know it's a pretty slow process in terms of developing my business. I don't even know by the time I clear my current debts from the career development loan, would I even be in a position to really buy a car.

LEWIS: So you've got a good plan there, Frances. But let's just ask Michelle Slade first. A loan to buy a car. What sort of rates can you get? What's the best way to do it?

SLADE: Yeah, I mean there's a number of options out there, like I say. I mean rates are sort of, typically around the £7,500 mark at the moment, rates are very competitive. A few providers - Nationwide, Tesco's, Sainsbury's and Marks and Spencer's are very competitive and actually keep undercutting each other. So if you're looking for a loan, then that's the sort of …

LEWIS: What sort of rate?

SLADE: We're looking at between sort of 7.3 and 7.5 in that area at the moment and that's probably the lowest it's been since just prior to the credit crisis.

LEWIS: Yes, that is very cheap.

SLADE: That is very cheap, so it's not too bad if you are looking to borrow. And obviously there's the structured repayment plan, so you know that after say 5 years, for instance, that the debt is then cleared and you know when you're paying it. Obviously with a credit card, if you were to sort of borrow that way, then obviously you could assess your repayments and maybe pay a bit less, but obviously there's no sort of set repayment time on that.

LEWIS: No. And you mention the rates and obviously all lenders tend to advertise a rate, but the rules about that are changing on 1st February. Just explain what that change is, just so Frances and others aren't caught out.

SLADE: They are, yes. Coming in from 1st February, we've got the Consumer Credit Directive, which is basically you're going to be able to show, APRs across the EU are all going to be able to show exactly the same - a representative APR - the difference being though now that currently rates that you see that are typical are shown to 66% of customers or are given to 66% of customers that are accepted; whereas now it's actually going to be 51%. So it could mean now that basically half of people that see a loan rate advertised won't actually get that rate and if they're accepted will get charged a higher rate.

LEWIS: Yes because they can do that, can't they? They can advertise a rate. They can say oh well you don't quite fit the criteria, but we will lend it you at 15%. And then you're … well you don't have to take it, but that's the offer they're making it to you.

SLADE: Exactly, you don't have to take it. But, yeah, I mean some people though, some providers are actually doing personal pricing where you have to go through a full credit application actually to see what you're going to get.

LEWIS: Right, so that's a big change. Now, Frances, I'm sorry, that's a slight diversion from your question. Could you afford to repay a loan to buy a car and get your driving lessons?

FRANCES: Well that's the thing. At the minute with the sort of plan I've developed myself to get myself out of … you know to pay off my previous loan, I've got about sort of the better part of £400 a month already going out, so it's you know do I take on another loan? You know how is it going to sort of be? Like with being self-employed as well and how variable that is - you know making sure that I'm out there getting the work. It's taken me a long time. I've stuck to my plan.

LEWIS: So just crystallise your question very briefly and we'll see if we can get a quick answer for you?

FRANCES: Just basically my thinking is right, okay, I need a vehicle. Do I bite the bullet and borrow now - is it better for me to borrow now, are rates going to go sky high and it's going to be completely unachievable for me - or should I put my plan of being debt free by 30 back, maybe make it 33 and borrow again and develop …?

LEWIS: It's a good plan. Michelle, no-one knows which way interest rates are going, but I suppose they're only going up, aren't they? It's when they go up that's the question.

SLADE: Exactly, yeah I mean interest rates are only going to go from here up, so the likelihood is that rates will start to rise again probably after that. So I mean if you are looking to get a loan, you probably are looking at a competitive time. Start of the year as well, a lot of people do January sales type thing for those sort of borrowing. So it's likely to go up, so if you can do it now then you might be best to. But you know if you can wait, then maybe put off and start saving some money aside, so you don't need to borrow quite so much.

LEWIS: And that would make you clear that you could afford the repayments when you do borrow it.

SLADE: Exactly.

LEWIS: Okay, thanks very much for your call, Frances. Some ideas. Not solutions, I think, but ideas. Thanks very much for calling. Liz is calling now from Lancashire. Liz, your question?

LIZ: Hello. Yeah, I had to declare myself bankrupt in 2005 as a result of a deficit on a house sale. The bankruptcy was discharged in that same year, in October of that same year. And I applied for a loan a couple of years ago through a company that I'd used before, but unfortunately it was declined because the bankruptcy had gone on my credit file. And I was just wondering how long do I have to wait before that comes off, so I can sort of apply for finance for a car, etcetera?

LEWIS: Liz McVey?

McVEY: I think generally it's going to be 6 years, isn't it, before …?

LIZ: Okay.

LEWIS: 6 years from the event? So 6 years from when you were declared bankrupt? Is that right?

LIZ: Okay, so that should come off in ...

LEWIS: Some time this year, we think, yes.

LIZ: … February.

LEWIS: Well some time this year. The exact date it starts is always slightly variable.

McVEY: Best to check your credit file. Look at your credit file and make sure that what's recorded there is correct.

LEWIS: Look at the credit file, check it's correct, and see what date it actually was put on there, and then it should be 6 years from then when it disappears. And people shouldn't look back, well can't look back any further. And you can check your credit file with the credit reference agencies Experian, Equifax and Call Credit, and you can do that for £2. Often hard to find that deal on their websites, but you can do it for £2 and that's the one that is the cheapest option to go for. We've had an email from Lynne who has a friend who's taken out credit cards to pay off credit cards, and the interest she says is outstripping the payments. We've had another email from someone asking if that's legal for payments to be outstripped in that way, interest to outstrip the payments. Lynne Jones?

JONES: As to whether it's legal, yes if it's a fair term within a contract. We do get a few calls like this that the actual minimum payment is lower than the interest being charged.

LEWIS: It shouldn't be though, should it, because it does get you further and further in debt?

JONES: Absolutely. And that brings me on really to if that is what's happening, then it comes back to being almost certainly a complaint to the company concerned and you're looking at escalating that complaint on.

LEWIS: And generally, Liz, is it sensible to take out another credit card to pay off a credit card? That's not paying off debt. That's borrowing more really, isn't it?

McVEY: Ideally not. I think the thing is to sit down, write down what you're spending, how much you're owing and can you afford it? And like you said at the beginning, if you can't, if it's more going out than is coming in, seek help.

LEWIS: Let me just bring Gordon in here because he's just called us and he's actually got a credit card that is like this. What's the situation, Gordon?

GORDON: Well it's a credit card I've had for a number of years and my circumstances changed and I was no longer able to fully clear it down. So I left it with the outstanding balance and was paying the minimum payment off per month, and at the time, that was more than the interest rate was. Well I haven't used it in 3 or 4 years and to be perfectly honest it's my fault, I haven't even opened the statements from them because you know in my mind it was paying itself off. And then I got a letter saying you've now exceeded your credit limit, so we're applying a default charge. And this was a credit card, as I say, at the time the minimum payment was more than clearing the interest. They've ramped the interest up.

LEWIS: And so it's not.

GORDON: And so it's not.

LEWIS: Lynne Jones, any suggestions?

JONES: I mean this is a process that's been taking place over a number of years where the minimum payment has stayed the same but the interest rate has increased, so the amount that's been cleared has been reducing and reducing and reducing. I mean if you can afford to overpay, that should help to solve the problem, but most definitely a complaint into the organisation concerned because it has pushed you into financial difficulties. It's led to a default on your file.

LEWIS: And then going onto the Financial Ombudsman if that …

JONES: Yeah after 8 weeks, no satisfactory response, take your complaint onto the Ombudsman who can intervene on your behalf if appropriate.

LEWIS: And Michelle Slade, you've got some figures, I think, on if you just pay the minimum just how that debt hangs around.

SLADE: I have, yes. I mean if you borrow £1,000 at the average rate of 18.8 and pay just the minimum, it's going to charge you £1,130 in interest and take you more than

17 years to repay the debt. But if you just pay a steady amount of £50 a month, which is roughly what the minimum payment is for the first sort of month when you got this debt, actually you're only just charged £169 and it's going to be debt free and cleared within 2 years. So it shows how even if you can pay just a small bit extra than the minimum, you really can bring that debt down.

LEWIS: Yes. And if you can afford that in the first month, you should be able to afford it in all the months.

SLADE: Exactly, you should be able to afford it for the rest of the months.

LEWIS: And that is really an object lesson in how foolish it is - I'm sorry to say this, Gordon, when you're on the line - but to leave a debt lying because it just gets so big.

GORDON: Yeah, well the minimum payment used to be 5% of the balance and then all of a sudden they all brought them down …

LEWIS: *(over)* They brought them down, that's right.

GORDON: … to some pathetic amount at the same time as ramping up the interest rate. And that's what I feel is you know … If it's not illegal, it should be.

LEWIS: Gordon, we must stop you there. We're nearly out of time. But thanks for your call and I think a complaint is probably in order. We've had a few emails from people like Harry who's 67. He has arthritis, he has debt. Does his debt die with him or is it passed onto his children? I'm afraid I don't have time to ask our experts, but I will say if you have any money in your estate, the debt is paid from that; but if you die with a negative estate - i.e. you're in debt overall - then the debt does die with you because there's no-one who has to pay it. That's all we've got time for. In fact it's almost more than we've got time for. Thanks to Michelle Slade from Moneyfacts, Lynne Jones from National Debtline, Liz McVey of Consumer Credit Counselling Service. Thanks to you for all your calls and emails. More on our website:

bbc.co.uk/moneybox. There'll be a transcript there in a couple of days. I'm back at noon on Saturday with Money Box. I'm on my Twitter, Paul Lewis Money, most of the time. Vincent Duggley's here next Wednesday taking your calls on mortgages.