

Debt relief order (DRO) checklist

If any of the evidence we're asking for doesn't match your budget, please log in to your online account and update it. If we don't have an accurate budget, we can't be sure that a DRO is the best solution for you.

You can take photographs of the evidence on your mobile phone and attach them to the email (remember to make sure the pictures are clear, and they capture the whole document)

Evidence	What we need to see	Done
Proof of income	<ul style="list-style-type: none"> ✓ If you're paid monthly - 3 payslips dated within the last 6 months ✓ If you're paid weekly – 12 weeks' payslips dated within the last 6 months 	
Proof of benefits	<ul style="list-style-type: none"> ✓ Your most recent award letter – please send us all pages of the letter 	
Proof of your debts	<ul style="list-style-type: none"> ✓ Please complete the attached form 	

Document	What you need to do	Done
Personal information form	<ul style="list-style-type: none"> ✓ Please complete the attached form 	
Signed agreement	<ul style="list-style-type: none"> ✓ Please complete the attached form ✓ This document is also in your personal action plan ✓ Please make sure you sign and date the agreement 	

Email is the quickest way to send your information. Please send all evidence and documents as one email to admin.team@stepchange.org. Please include your reference number in the subject line.

You can also post your documents to:

5th Floor, York House, 38 Great Charles Street, Birmingham, B3 3JY

If you post your information to us, make sure you take your envelope to the post office and pay the correct postage. Due to a high volume of applications, please allow 10 working days for any posted documents and evidence to be processed.