

CSA Data Gathering Initiative (DGI)



Consumer debt

Source: CSA Data Gathering Initiative, Q4 2014 - 1 October 2014 - 31 December 2014



£2.641bn

Amount of consumer debt CSA Members have collected and returned to UK Plc in 2014.

£1.737bn

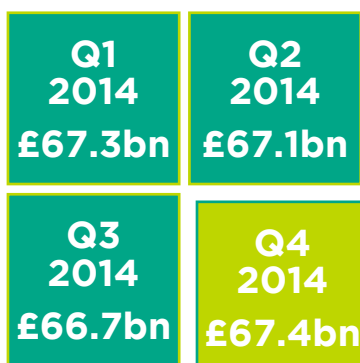
Value of consumer debt collected by debt collection agencies (DCAs).

£0.904bn

Value of consumer debt collected by debt buyers.



Value of total consumer debt held by CSA members:



(+1% over Q3 2014)

Value of total consumer debt held by DCAs:



Value of total consumer debt held by debt buyers:



Staff

Call centre collection agents:

Down
10%
since
Q4 2013



Complaints

Number of complaints:



Complaints upheld:



Complaints upheld:
Up
30%
since
Q4 2013

