

PWLB OPERATIONAL CHANGES – 18 MARCH 2020

To all PWLB borrowers,

We appreciate that this is a time when everyone is considering what adjustments they should make to address concerns over resilience and, with that in mind, the DMO have decided to introduce an email based model for applications for PWLB loans.

With effect from 18 March 2020, applications for PWLB loans must be made by completing the [PWLB electronic template](#) and sending it to the DMO by email.

The template must be completed by an authorised dealer from the names previously notified to the DMO (BOU Team) and sent from an authorised email address. Telephone applications will not be accepted until further notice.

Completed templates must be emailed to pwlb@dmo.gov.uk. Normal business hours will continue to apply (i.e. 9.30am to 4.15pm) and only email applications received by the DMO between these hours will be accepted.

Furthermore, amendments to existing authorisations using the [local authority authorisations form](#) or direct debit changes can be emailed to the team using the same email address. We will confirm the status of your request within 48 hours.

The current terms and conditions contained in Operational Circular 161 still apply and can be found on the DMO website via the following link:

<https://www.dmo.gov.uk/responsibilities/local-authority-lending/lending-arrangements/>

If you have any questions regarding the process please contact us using the above email address.