

The MONEY Charity

Sources of Free, Independent Financial Support and Information

General



The Money Charity

Workshops & Webinars for groups, resources for individuals and generalised info/guidance.

Website: <https://themoneycharity.org.uk/>

Email: hello@themoneycharity.org.uk

Social Media: [The Money Charity LinkTree](#) or look for @TheMoneyCharity on Twitter, Instagram or Facebook and @The-Money-Charity on LinkedIn

Citizens Advice

Advice on many issues including debt and money, benefits, housing, employment and much more.

Website: <https://www.citizensadvice.org.uk/>

Tel: England: 0800 144 8848 / Wales: 0800 702 2020 / Scotland: 0800 028 1456 /

Northern Ireland: 0800 915 4604

Relay UK: 18001 + Advice Line Number (9am-5pm weekdays excl. bank holidays)

Website/Live Chat: <https://www.citizensadvice.org.uk/> and select the country you live in. Chat available for Debt weekdays 9am-8pm and 9:30am-1pm Saturdays, or for General weekdays 9am-5pm

Home Visits: Available in some areas, check the website and enter your postcode for your nearest centre.

A blue speech bubble containing the text 'citizens advice' in white lowercase letters.

citizens
advice



GOV.UK

The place to find government services and information.

Website: <https://www.gov.uk/> and specifically their Money and Tax section: <https://www.gov.uk/browse/tax> + their cost of living support page: <https://www.gov.uk/cost-of-living>

Money Helper

Money advice and support, along with online tools and calculators.

Website: <https://www.moneyhelper.org.uk/>

Tel: England: 0800 138 7777 / Wales: 0800 138 0555 /

Typetalk: 18001 0800 915 4622

Website/Live Chat: <https://www.moneyhelper.org.uk/en/contact-us> weekdays 8am-6pm and Saturday 8am-3pm

The Money Helper logo, featuring the words 'Money' and 'Helper' in blue, with a pink arrow pointing from 'Money' to 'Helper'.

Money Saving Expert

Lots of practical advice, money saving tips and comparisons, plus a weekly newsletter.

Website: <https://www.moneysavingexpert.com/>

Unbiased

Free listing of financial advisors in your area.

Website: <https://www.unbiased.co.uk/>

Email: contact@unbiased.co.uk

Tel: 0800 023 6868



VouchedFor

Lists financial planners and rates them by client feedback.

Website: <https://www.vouchedfor.co.uk/>

Debt

BUSINESS DEBTLINE

Business Debtline

Advice for self-employed people on dealing with debt problems.

Website: <https://www.businessdebtline.org/>

Tel: England, Scotland & Wales: **0800 197 6026** weekdays **9am-8pm**

Northern Ireland: **0800 915 4604** weekdays **9am-5pm** (in partnership with Advice NI)

Website/Live Chat: <https://www.businessdebtline.org/contact-us/>

Christians Against Poverty

Debt support and money management/budgeting support.

Website: <https://capuk.org/>

Tel: **01247 760761**

Home Visits: If you live in a postcode covered by a Christians Against Poverty Debt Centre, a Debt Coach may be able to visit you.

christians
against
poverty

CAP

DebtAdvice
Foundation

Debt Advice Foundation

Specialist debt charity offering free, confidential advice on any aspect of debt.

Website: <https://www.debtadvicefoundation.org/>

Tel: **0800 043 4050** weekdays **8am-8pm** and Saturday **9am-3pm**

National Debtline

Debt advice, support with budgeting and guidance about dealing with debt.

Website: <https://www.nationaldebtline.org/>

Tel: **0808 808 4000** weekdays **9am-8pm** and Saturday **9:30am-1pm**

NATIONAL
DEBTLINE

PayPlan[®]

PayPlan

Debt advice and solutions.

Website: <https://www.payplan.com>

Tel: **0800 280 2816** weekdays **8am-8pm** and Saturday **9am-3pm**

StepChange Debt Charity

Debt and money advice, including their free Debt Remedy budget tool.

Website: <https://www.stepchange.org/>

Tel: **0800 138 1111** weekdays **8am-8pm** and Saturday **9am-2pm**

Website/Live Chat: <https://www.stepchange.org/setting-expectations.aspx>

online debt advice service, available **24/7/365**

StepChange
Debt Charity

Benefits & Tax



EntitledTo

Benefits calculator to check which means-tested benefits you may be entitled to.

Website: <https://www.entitledto.co.uk/>

TaxAid

Free, confidential advice on tax to those on low incomes.

Website: <https://taxaid.org.uk>

Tel: 0345 120 3779 weekdays 9am-5pm



Turn2Us

Free online benefits checker and huge database of grants.

Website: <https://www.turn2us.org.uk/>

Tel: 0808 802 2000 weekdays 9am-5pm

Money & Mental Health



Mental Health & Money Advice

Help and support for understanding, managing and improving money and mental health issues.

Website: <https://www.mentalhealthandmoneyadvice.org/>

Mind

Supports mental health across England and Wales.

Website: <https://www.mind.org.uk/>

Tel: 0300 123 3393



NHS - Mental Health Services

Information on accessing mental health services and where to get urgent help.

Website: <https://www.nhs.uk/nhs-services/mental-health-services/>

Pensions



GOV.UK Pension Tracing Service + State Pension Calculator

Specific services to find lost pensions and calculate your likely state pension.

Website: <https://www.gov.uk/find-pension-contact-details> + <https://www.gov.uk/state-pension-age>

Tel: 0800 731 0193

Money Helper

Money advice and support, along with online tools and calculators.

Website: <https://www.moneyhelper.org.uk/en/pensions-and-retirement> and specifically, their Pension Wise service:

<https://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise>

Tel: 0800 011 3797 weekdays **9am-5pm** For the self-employed **0345 603 7021** weekdays **9am-5pm**

Website/Live Chat: <https://www.moneyhelper.org.uk/en/contact-us> weekdays **8am-6pm** and Saturday **8am-3pm**



Which?

Really good, independent calculator for pension contributions.

Website: <https://www.which.co.uk/money/pensions-and-retirement>

Fraud & Scams

Action Fraud

National Fraud & Cyber Crime Reporting Centre

 **actionfraud.police.uk** 

Action Fraud

National reporting centre for fraud and cybercrime.

Website: <https://www.actionfraud.police.uk/>

Tel: 0300 123 2040

Citizens Advice

Online scams helper for situation-specific advice.

Website: <https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/>



Financial Conduct Authority

Provides support on how to avoid investment and pension scams.

Website: <https://www.fca.org.uk/scamsmart>

Victim Support

Supports victims of crime and traumatic incidents in England and Wales.

Website: <https://www.victimsupport.org.uk/>

Tel: 0808 1689 111 available **24/7/365**

Website/Live Chat: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/> available **24/7/365**



Other Support & Information



Age UK

Provides help and support to older people.

Website: <https://www.ageuk.org.uk/>

Tel: 0800 678 1602 Monday-Sunday 8am- 7pm

Home Visits: <https://www.ageuk.org.uk/services/in-your-area/>

Financial Ombudsman

Settles complaints between consumers and businesses providing financial services.

Website: <https://www.financial-ombudsman.org.uk/>

Tel: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk



Finding Finance

Lists simple, fair, small affordable loan providers.

Website: <https://www.findingfinance.org.uk/>

Find Your Credit Union

Listings for credit unions near you, or those working with particular employers.

Website: <https://www.findyourcreditunion.co.uk/>



GamCare

Free information, advice and support for anyone harmed by gambling.

Website: <https://www.gamcare.org.uk/>

Tel: 0808 8020 133 available 24/7/365

Website/Live Chat: <https://www.gamcare.org.uk/get-support/talk-to-us-now/>

GambleAware

Free information, advice and support for anyone harmed by gambling.

Website: <https://www.begambleaware.org/>

Tel: 0808 8020 133 available 24/7/365

GambleAware

Other Support & Information (cont.)



Good Things Foundation

Can offer free data for those without internet access and refurbished devices for community networks.

Website: <https://www.goodthingsfoundation.org/>

Little Village

Support for babies, clothes/nappies plus signposting to other organisations/baby banks. (London-based, but also has an interactive map of baby banks across the UK.)

Website: <https://littlevillagehq.org/> + <https://littlevillagehq.org/uk-baby-banks/>



Rehab4Addiction

An advisory and referral service for people who suffer from alcohol, drug and behavioural addiction.

Website: <https://www.rehab4addiction.co.uk/>

Tel: 0800 140 4690

Samaritans

Available 24/7/365 to talk and listen to anyone.

Website: <https://www.samaritans.org/>

Tel: 116 123



Shelter

Housing and homelessness advice, benefits help and more.

Website: <https://www.fca.org.uk/scamsmart>

Stop Loan Sharks

Investigates and prosecutes illegal money lenders and support for borrowers.

Also provides emotional and practical support that is tailored to needs.

Website: <https://www.stoploansharks.co.uk/>

Tel: 0300 555 2222

Email: reportaloanshark@stoploansharks.gov.uk

Website/Live Chat: <https://www.stoploansharks.co.uk/contact-us/>



Surviving Economic Abuse

Financial Support Line for Victims of Domestic Abuse.

Website: <https://survivingeconomicabuse.org/>

Tel: 0808 196 8845 weekdays 9am-1pm + 2pm-5pm