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## Press Release

### **Charity concerned about low numbers of older people using online debt counselling**

National debt charity Consumer Credit Counselling Service (CCCS) is concerned that the older generation is missing out on a simple and anonymous way of dealing with their debt problems because they are apprehensive about going online. According to the charity, only three percent of the 153,000 people who used its online counselling tool *CCCS Debt Remedy* last year were aged 60 and over. CCCS says that this will lead to many delaying seeking help with their debts as online debt counselling is an important way for anyone embarrassed about their problem to seek help anonymously and at a time that suits them.

On Silver Surfers' Day (May 21), the charity is highlighting the benefits of online help to older people who are worried about their debts. People can access its online debt counselling tool *CCCS Debt Remedy*, which gives people a recommended solution to their debt problems following a counselling session, from the CCCS website 24 hours a day, seven days a week.

Paula Searle, head of E-Services at CCCS says: "Although people should seek help in the medium where they are most comfortable, I am concerned that older people should not miss out on any of our services.

"CCCS Debt Remedy is simple to use, it has the advantage of being there when you need it, it is anonymous and there is telephone support available from 8am to 8pm if you need help using it."

*CCCS Debt Remedy* is available anytime online at [www.cccs.co.uk](http://www.cccs.co.uk) and the CCCS

helpline is open 8am to 8pm, Monday to Friday, on 0800 138 1111. There is no charge for any of its services.

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**For further information, please contact:**

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**Notes to editors:**

1. The CCCS free phone helpline 0800 138 1111 is open 8am to 8pm, Monday to Friday.
2. CCCS operates *Debt Remedy*, an online counselling service available round the clock at [www.cccs.co.uk](http://www.cccs.co.uk) for those who prefer an anonymous option.
3. CCCS's ethos is to help the "can't pays", not the "won't pays", and does not condone debt avoidance. CCCS always aims to help its clients pay back what they owe, in a realistic timescale and manner that is suited to each individual's situation.
4. CCCS is self-funding. Lenders share with the charity the benefit they receive from its operation, making a donation from the money repaid to them. This allows CCCS to retain its independence and ensure that its advice is always in the best interest of the client. CCCS aims to separate the "can't pays" from the "won't pays".
5. Silver Surfers' Day is coordinated by Digital Unite and supported by Ofcom. Digital Unite created Silver Surfers' Day in 2002 and it has been run every year since. It is a UK-nationwide campaign to encourage older people to get online by experiencing how they will benefit by doing so.