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Press Release

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CCCS response to National Audit Office report on government debt advice

Responding to the National Audit Office report, *Department for Business, Innovation and Skills report: Helping over-indebted consumers*, published on 4 February, which calls for the Department for Business, Innovation and Skills to evaluate how advice could be provided more efficiently, Delroy Corinaldi, Director of External Affairs of leading debt charity Consumer Credit Counselling Service (CCCS) comments:

“The charity currently has capacity on its telephone service and aims to deal with a record 400,000 calls in 2010.

“The charity’s online debt counselling tool *Debt Remedy*, which dealt with a quarter of a million people with debt problems last year, has virtually unlimited capacity for people who are happy to receive help online.

“So, there is no need to expand the role of the fee paying sector in providing advice and support. Paying for your debt advice is costly and unnecessary when free advice is available.”

The CCCS helpline is open 8am to 8pm, Monday to Friday, on 0800 138 1111 and *Debt Remedy* is available anytime online from www.cccs.co.uk. There is no charge for any of its services.

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Notes to editors:

1. CCCS received over 335,000 calls to its helplines in 2009, a 19 per cent increase on 2008.
2. CCCS is self-funding. Unsecured lenders share with the charity the benefit they receive from its operation, making a donation from the money repaid to them through debt management plans. 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 pay” from the “won’t pay”.

Media enquiries:

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