

## **Press Release**

March 22 2010

### **Malcolm Hurlston becomes President of CCCS**

Malcolm Hurlston, founder and former chairman of leading debt charity Consumer Credit Counselling Service (CCCS), has been named as its Honorary President. CCCS is awarding him the newly created position in recognition of two decades of work leading the charity, which is now the major source of free debt counselling and advice in the UK.

Following a visit to the United States in 1991 to research credit counselling there, Malcolm created CCCS in 1992 which began offering free debt counselling the following year. He held the position of chairman until the end of 2010 before standing down to be succeeded by Lord Stevenson of Balmacara.

He chairs Registry Trust, which contributed to initial funding to set up CCCS, Hurlstons, a media research and lobbying company, the Employee Share Ownership Centre, Credit Action and the Financial Inclusion Centre. He is a visiting professor at Westminster Business School.

Announcing the appointment at the launch of the CCCS Statistical Yearbook in the House of Commons, Lord Stevenson said:

“The CCCS board are delighted to be appointing Malcolm Hurlston as our Honorary President in recognition of the unique and invaluable contribution he has made to the development of CCCS, and to debt advice more generally in the UK.”

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**Notes to editors:**

1. Last year CCCS dealt with 418,000 enquiries and managed £289 million of repayments to lenders.
2. Malcolm's most recent work at CCCS involved the creation of CCCS Wellbeing, an online diagnostic and referral service for users of counselling e-tool CCCS Debt Remedy who may be stressed and anxious and the CCCS tender that was chosen by Citizens Advice to be the CAB service's preferred debt management partner for a one-year pilot scheme involving up to 100 bureaux. The partnership will enable bureaux to introduce clients who need to set up a debt management plan to CCCS as a trusted partner.
3. CCCS's ethos is to help the "can't pay", not the "won't pay", 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.
5. The CCCS free phone helpline 0800 138 1111 is open 8am to 8pm, Monday to Friday.
6. CCCS *Debt Remedy* is available at [www.cccs.co.uk](http://www.cccs.co.uk)
7. Follow us on Twitter: @CCCSPressOffice

**Media enquiries:**

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