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Press Release

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CCCS comments on OFT debt management sector action

As it has been announced that the Office of Fair Trading (OFT) is to take action against at least 15 debt management firms, leading debt charity Consumer Credit Counselling Service (CCCS) says it is very concerned about the continuing problems in the fee-charging debt management sector that have necessitated this action.

CCCS says that those struggling with debt need, and are entitled to, fair and high standards of advice when seeking help and that this action demonstrates that this is often not the case within the fee-charging debt management sector.

CCCS says that the revocation of these licences underlines why those struggling with debt should avoid the fee-charging debt management sector altogether.

Delroy Corinaldi, CCCS External Affairs Director says: "Those struggling with debt are often stressed and confused about their situation and need clear, independent advice and support of the highest standards. It appears that this is still not the case within the fee-charging debt management sector.

"Not only does it not make sense for someone already struggling financially to have to pay for debt advice when they can receive it free from a debt charity, the level of advice and service that charities such as CCCS, Citizens Advice and National Debtline give to those struggling with debt problems is expert, independent and always in the interest of the consumer."

"The Resolution Foundation has warned that many households will be pushed closer to the edge this year. I fear that more people who may be just about managing to make ends meet now will find themselves unable to keep up with their credit commitments as

the year progresses, and worried and unclear as to what help is available, will end up paying for debt advice.”

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Notes to editors:

1. 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.
2. 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.
3. The CCCS free phone helpline 0800 138 1111 is open 8am to 8pm, Monday to Friday.
4. *CCCS Debt Remedy* is available at www.cccs.co.uk
5. Follow us on Twitter: @CCCSPressOffice

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