

Press Release

October 7 2011

**CCCSVA's Jackie Westerman wins Personal Insolvency
Practitioner of the Year Award**

Staff members at CCCS Voluntary Arrangements (CCCSVA), the IVA subsidiary of leading debt charity Consumer Credit Counselling Service (CCCS), were celebrating this week after insolvency practitioner Jackie Westerman was awarded 'Personal Insolvency Practitioner of the Year'. She received the accolade at the Insolvency and Rescue Awards 2011, held at the Lancaster Hotel in London's West End on Wednesday (5 October).

In 2007, Jackie Westerman was instrumental in the launch of CCCSVA, which provides IVAs to CCCS clients recommended following a comprehensive debt counselling session. Since then, CCCSVA has worked to bring higher standards and greater transparency to the IVA industry, and earlier this year was ranked first in TDX Group's chart of insolvency practitioners.

Steve Nicholson, chief executive of CCCSVA, comments: "This is a well-deserved recognition of Jackie's work helping thousands of CCCS clients who have been recommended an IVA as a way of dealing with unmanageable debt.

"The whole team at CCCSVA work with great professionalism to provide the highest standard of service and support to clients throughout what is often a very difficult process – and this award is a testament to what they have achieved in the past four years."

CCCSVA recently published performance figures showing that in the first half of 2011 the company continued its 2010 acceptance rate for IVA proposals of 98 percent, with only seven of 439 proposals made rejected by lenders over the six month period.

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Notes to editors:

1. CCCS Voluntary Arrangements (CCCSVA) is a company wholly owned by the charity, the Foundation for Credit Counselling. CCCSVA covenants any profits it makes to CCCS.
2. IVAs are only recommended by CCCS to clients after an in-depth counselling session, including a review of all the available options.
3. The Insolvency Practitioner is Jackie Westerman and the Chief Executive is Steve Nicholson.
4. 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.
5. 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.
6. The CCCS free phone helpline 0800 138 1111 is open 8am to 8pm, Monday to Friday.
7. CCCS *Debt Remedy* is available at www.cccs.co.uk
8. Follow us on Twitter: @CCCSPressOffice

Media enquiries:

All media enquiries should be directed to:

Frances Walker - francesw@cccs.co.uk

Una Farrell - unaf@cccs.co.uk

Matt Hartley - matthar@cccs.co.uk

Tel: 0207 391 4583 (07950 469101 if outside office hours)