

## **Press Release**

November 23 2011

### **CCCS appoints new Head of Creditor Relations**

Debt charity Consumer Credit Counselling Service (CCCS) has announced the appointment of Richard Haymes as Head of Creditor Relations. Richard joined the charity on November 14 from Payplan Ltd, where he was Strategic Creditor Relationships Manager. He also brings significant experience in the credit industry, having most recently performed a senior relationships management role at Capital One.

Richard says: "I am looking forward to joining CCCS's excellent creditor relations team at this exciting stage in the charity's development.

"As the squeeze on household incomes continues to cause debtors to fall into financial difficulty, CCCS's relationships with creditors will be crucial in providing the fairest and most efficient service possible to all parties."

- ends -

#### **Notes to editors:**

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

#### **Media enquiries:**

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