

**Press Release**

March 7 2012

**CCCS response to BIS Committee report into debt management**

National debt charity Consumer Credit Counselling Service (CCCS) has welcomed the report into debt management published today (March 7) by the Business, Innovation and Skills Committee. The report calls for urgent action to tackle bad practice in the sector and urges measures to phase out the upfront fees charged by many debt management firms.

Delroy Corinaldi, CCCS director of external affairs, comments:

“CCCS remains concerned about the fee-charging debt management industry and the consumer detriment it causes. People in debt need better protection from companies that charge exploitative upfront fees. Firms often lead people down a profit-driven path that’s not right for them and many people suffer extremely poor treatment.

“We’ve seen cases where firms have failed to pass monies on to creditors, making a bad situation even worse. Regulators need the power and resources to clamp down on detriment before it takes hold.

“CCCS helped over 350,000 people last year and has the capacity to provide free debt advice and support to whoever needs it – there is no need for anyone to pay for debt advice ever.”

- ends -

**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](http://www.cccs.co.uk)
5. Follow us on Twitter: @CCCSPressOffice

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