

Press Release

February 22 2012

CCCS welcomes Money Advice Service approach on debt advice

Debt charity Consumer Credit Counselling Service (CCCS) has welcomed today's announcement from the Money Advice Service on its objectives for co-ordinating personal debt advice services, which it sees as an opportunity to go further in encouraging consumers to seek free advice at an earlier stage in their financial difficulty.

CCCS chief executive Gordon Bell said: "Unmanageable debt is not just a financial problem - it impacts on all areas of life, from relationships to the ability to hold down a job, and every issue in between.

"This is why consumers must be able to access free advice that it is in their best interest, to deal with the problem early and in the manner most appropriate to their needs - be that online, by telephone or face to face. We look forward to working with the Money Advice Service to improve access to all three channels of free advice in the years ahead.

"Consumers must also be made aware of the differences between seeking free advice and turning to commercial debt management companies, which charge high fees that will only add to their debt burden."

- ends -

Notes to editors:

1. 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.
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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