

## **Press Release**

October 19 2011

### **Debt charity welcomes OFT warning to debt collectors on Facebook and Twitter**

Debt charity Consumer Credit Counselling Service (CCCS) has welcomed new Debt Collection Guidance issued by the Office of Fair Trading (OFT), which includes a warning to debt collection companies on the use of social networking sites such as Facebook and Twitter.

CCCS director of external affairs Delroy Corinaldi said: "This is a welcome move. Many debtors are understandably anxious to keep their debt problems private from friends and work colleagues – and the possibility of being contacted by a debt collector on Facebook or Twitter causes serious worry for many. Debt collectors should respect confidentiality at all times and treat debtors in a fair and proper way."

- ends -

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

1. The OFT's updated Debt Collection Guidance is available at <http://www.of.gov.uk/news-and-updates/press/2011/113-11>
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. Follow us on Twitter: @CCCSPressOffice

#### **Media enquiries:**

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