

## **Press Release**

April 10 2012

### **Debt charity extends helpline hours and announces free calls from mobile phones**

Debt charity Consumer Credit Counselling Service (CCCS) has announced an extension to its helpline opening hours and free calls from mobile phones in order to make its service more available to people struggling to cope with problem debt. The CCCS freephone helpline will now be open between 9am and 3pm every Saturday and will be free to call from UK mobiles.

The move comes after the charity identified a clear demand for telephone advice at the weekend, and a high proportion of clients (25 percent) calling from mobile phones. In addition to its extended freephone helpline availability, CCCS continues to offer free debt advice via its innovative online debt counselling tool, *Debt Remedy*, which is available 24 hours a day.

CCCS director of external affairs Delroy Corinaldi said: "Around 370,000 people contacted us for help last year – a figure we expect to grow as an increasing number of financially vulnerable households fall into difficulty.

"It is crucial that these households are able to access free advice from a debt charity such as CCCS, instead of turning to profit-driven debt management companies who 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 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 and from 9am to 3pm on Saturday.
4. CCCS *Debt Remedy* is available at [www.cccs.co.uk](http://www.cccs.co.uk)
5. Follow us on Twitter: @CCCSPressOffice

**Media enquiries:**

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