

THE **MONEY** CHARITY



SIGNPOSTING BOOKLET



Sources of Free, Independent
Financial Support and Information

General

THE MONEY CHARITY

The Money Charity

Workshops & Webinars for groups, resources for individuals and generalised info/guidance.

Website:

<https://themoneycharity.org.uk/>

Email:

hello@themoneycharity.org.uk

Social Media:

@TheMoneyCharity on X, Instagram or Facebook + @The-Money-Charity on LinkedIn

Money Helper

Money Helper

Money advice and support, along with online tools and calculators.

Website:

<https://www.moneyhelper.org.uk/>

Tel: England: **0800 138 7777** /

Wales: **0800 138 0555** /

Typetalk: 18001 0800 915 4622

Website/Live Chat:

<https://www.moneyhelper.org.uk/en/contact-us>

weekdays **8am–6pm**

Citizens Advice

Advice on many issues including debt and money, benefits, housing, employment and much more.

Website:

<https://www.citizensadvice.org.uk/>

Tel: England: **0800 144 8848** / Wales:

0800 702 2020 / Scotland: **0800 028**

1456 / Northern Ireland: **0800 915**

4604 (Advice NI)

Relay UK: 18001 + Advice Line Number

(**9am–5pm** weekdays excl. bank holidays)

Website/Live Chat:

<https://www.citizensadvice.org.uk/>

and select the country you live in.

Chat available for Debt weekdays

9am–8pm and **9:30am–1pm**

Saturdays, or for General weekdays

9am–5pm

Home Visits: Available in some areas,

check the website and enter your

postcode for your nearest centre.



General



GOV.UK

The place to find government services and information.

Website: <https://www.gov.uk/> and specifically their Money and Tax section:
<https://www.gov.uk/browse/tax> + their cost of living support page:
<https://www.gov.uk/cost-of-living>



Financial Ombudsman

Settles complaints between consumers and businesses providing financial services.

Website: <https://www.financial-ombudsman.org.uk/>

Tel: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Money Saving Expert

Lots of practical advice, money saving tips and comparisons, plus a weekly newsletter.

Website: <https://www.moneysavingexpert.com/>

MSE

VouchedFor

Lists financial planners and rates them by client feedback.

Website: <https://www.vouchedfor.co.uk/>

vouchedfor

Unbiased

Free listing of financial advisors in your area.

Website: <https://www.unbiased.co.uk/>
Email: contact@unbiased.co.uk
Tel: 800 011 9671 (9:30am–5pm Monday–Friday)

Unbiased



NATIONAL DEBTLINE

National Debtline

Debt advice, support with budgeting and guidance about dealing with debt.

Website:

<https://www.nationaldebtline.org/>

Tel: 0808 808 4000 weekdays

9am–8pm and Saturday

9:30am–1pm

Website/Live Chat:

<https://nationaldebtline.org/get-help/webchat/> Monday–Friday

9am–8pm and Saturday

9:30am–1pm

Money Helper Debt Advice Locator Tool

Money advice and support, along with online tools and calculators.

Website:

<https://www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/debt-advice-locator>

Tel: England: **0800 138 7777** / Wales: **0800 138 0555** /

Typetalk: 18001 0800 915 4622

Website/Live Chat:

<https://www.moneyhelper.org.uk/en/contact-us>

weekdays **8am–6pm**

StepChange Debt Charity

Debt and money advice, including their free Debt Remedy budget tool.

Website:

<https://www.stepchange.org/>

Tel: 0800 138 1111 weekdays

8am–8pm and Saturday **9am–**

2pm

Website/Live Chat:

<https://www.stepchange.org/setti-ng-expectations.aspx> online debt

advice service, available **24/7/365**



Debt



Christians Against Poverty

Debt support and money management/budgeting support.

Website: <https://capuk.org/>

Tel: n/a (postcode search)

Home Visits: If you live in a postcode covered by a Christians Against Poverty Debt Centre, a Debt Coach may be able to visit you.



Debt Advice Foundation

Specialist debt charity offering free, confidential advice on any aspect of debt.

Website:

<https://www.debtadvicefoundation.org/>

Tel: 0800 043 4050

weekdays **8am–6pm**

Business Debtline

Advice for self-employed people on dealing with debt problems.

Website:

<https://www.businessdebtline.org/>

Tel: England, Scotland & Wales:

0800 197 6026

weekdays **9am–8pm**,

Northern Ireland: **0800 915 4604**

weekdays **9am–5pm** (in partnership with Advice NI)

Website/Live Chat:

<https://businessdebtline.org/get-help/webchat/>

PayPlan

Debt advice and solutions.

Website:

<https://www.payplan.com>

Tel: 0800 316 1833 weekdays **8am–8pm** and Saturday **9am–3pm**

**BUSINESS
DEBTLINE**

PayPlan®

Benefits & Tax



EntitledTo

Benefits calculator to check which means-tested benefits you may be entitled to.

Website:

<https://www.entitledto.co.uk/>



TaxAid

Free, confidential advice on tax to those on low incomes.

Website: <https://taxaid.org.uk>

Tel: 0345 120 3779 weekdays

9am-5pm



Turn2Us

Free online benefits checker and huge database of grants.

Website:

<https://www.turn2us.org.uk/>

Tel: 0808 802 2000 weekdays

9am-5pm

Money & Mental Health

Mental Health & Money Advice

Help and support for understanding, managing and improving money and mental health issues.

Website:

<https://www.mentalhealthandmoneyadvice.org/>



Mind

Supports mental health across England and Wales.

Website:

<https://www.mind.org.uk/>

Tel: 0300 123 3393 info line

support line 0300 102 1234



Samaritans

Available 24/7/365 to talk and listen to anyone.

Website:

<https://www.samaritans.org/>

Tel: 116 123



Pensions



GOV.UK Pension Tracing Service + State Pension Calculator

Specific services to find lost pensions and calculate your likely state pension.

Website:

<https://www.gov.uk/find-pension-contact-details> +
<https://www.gov.uk/state-pension-age>

Tel: 0800 731 0193

Money Helper PensionWise

Money guidance and support, along with online tools and calculators.

Website:

<https://www.moneyhelper.org.uk/en/pensions-and-retirement> and specifically, their Pension Wise service:
<https://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise>

Tel: 0800 011 3797 weekdays **9am-5pm**

For the self-employed **0345 603 7021** weekdays **9am-5pm**

Website/Live Chat:

<https://www.moneyhelper.org.uk/en/contact-us> weekdays **9am-5pm**

The logo for Money Helper, featuring the text "Money Helper" in blue with a red arrow pointing right.

The logo for Pension Wise, featuring a stylized blue and green icon of a person with arms raised, next to the text "Pension Wise" in blue.

Fraud & Scams



Report Fraud

National reporting centre for fraud and cybercrime.

Website:

<https://www.reportfraud.police.uk/>

Tel: 0300 123 2040



Citizens Advice

Online scams helper for situation-specific advice.

Website:

<https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/>

Financial Conduct Authority

Provides support on how to avoid investment and pension scams.

Website:

<https://www.fca.org.uk/scamsmart>



Victim Support

Supports victims of crime and traumatic incidents in England and Wales.

Website:

<https://www.victimsupport.org.uk/>

Tel: 0808 1689 111 available

24/7/365

Website/Live Chat:

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>
available **24/7/365**



Access to Credit



Finding Finance

Lists simple, fair, small affordable loan providers.

Website:

<https://www.findingfinance.org.uk/>



Find Your Credit Union

Listings for credit unions near you, or those working with particular employers.

Website:

<https://www.findyourcreditunion.co.uk/>

Stop Loan Sharks



Investigates and prosecutes illegal money lenders and support for borrowers. Also provides emotional and practical support that is tailored to needs.

Website:

<https://www.stoploansharks.co.uk/>

Tel: 0300 555 2222 - 24/7/365

Email:

reportaloanshark@stoploansharks.gov.uk

Website/Live Chat:

<https://www.stoploansharks.co.uk/contact-us/>

weekdays 9am-5pm

Addiction Support



GamCare

Free information, advice and support for anyone harmed by gambling.

Website:

<https://www.gamcare.org.uk/>

Tel: 0808 8020 133 available
24/7/365

Website/Live Chat:

<https://www.gamcare.org.uk/get-support/talk-to-us-now/>

GambleAware

GambleAware

Free information, advice and support for anyone harmed by gambling.

Website:

<https://www.begambleaware.org/>

Tel: 0808 8020 133 available
24/7/365

Rehab4Addiction



An advisory and referral service for people who suffer from alcohol, drug and behavioural addiction.

Website:

<https://www.rehab4addiction.co.uk/>

Tel: 0800 140 4690

Support for Refugees & Asylum Seekers



Refugee Council Banking Guides

A guide for refugees explaining how bank accounts work in the UK, how to apply to open bank accounts and tips for avoiding scams. The guide is available in English, Arabic, Farsi, Kurdish, Pashto and Tigrinya.

Website:

<https://www.refugeecouncil.org.uk/get-help/>



International Rescue Committee

Helps new arrivals to navigate local systems and services like healthcare and education, help them to find employment and gain the skills that will allow them to prosper in their new communities.

Website:

<https://www.rescue.org/uk/supporting-refugees-uk>

Skylight Ventures

Offers interest-free loans to entrepreneurs from refugee backgrounds.

Website:

<https://www.skylightfund.org/>



The Entrepreneurial Refugee Network (TERN)

A nonprofit that supports refugees to start their own business.

Website:

<https://wearetern.org/>



Universal Sponsorship Pathway UK

Offers translated resources for refugees from Afghanistan.

Website:

<https://www.uspuk.org/information-page-afg>



Other Support & Information



Age UK

Provides help and support to older people.

Website:

<https://www.ageuk.org.uk/>

Tel: 0800 678 1602

Monday–Sunday **8am–7pm**

Home Visits:

<https://www.ageuk.org.uk/services/in-your-area/>



Little Village

Support for babies, clothes/nappies plus signposting to other organisations/baby banks. (London-based, but also has an interactive map of baby banks across the UK.)

Website:

<https://littlevillagehq.org/> +
<https://littlevillagehq.org/uk-baby-banks/>

Surviving Economic Abuse

Financial Support Line for Victims of Domestic Abuse.

Website:

<https://survivingeconomicabuse.org/>

Tel: 0808 196 8845 weekdays **9am–1pm + 2pm–5pm**



Good Things Foundation

Can offer free data for those without internet access and refurbished devices for community networks.

Website:

<https://www.goodthingsfoundation.org/>



Shelter

Housing and homelessness advice, benefits help and more.

Website:

<https://www.shelter.org.uk/>



THE MONEY CHARITY

15 Prescott Place
London
SW4 6BS
0207 062 8933

Registered Charity Number 1106941



-  themoneycharity.org.uk
-  hello@themoneycharity.org.uk
-  [@TheMoneyCharity](https://twitter.com/TheMoneyCharity)
-  [/the-money-charity](https://www.linkedin.com/company/the-money-charity)
-  [/TheMoneyCharity](https://www.facebook.com/TheMoneyCharity)
-  [@themoneycharity](https://www.instagram.com/themoneycharity)