



Advice Agencies Websites and Numbers

Name	What they do	Website	Phone number
Advice NI	Delivers a range of advice services to the public including Debt, Money, Tax and Benefits.	www.adviceni.net	Freephone 0800 028 1881
Christians Against Poverty (CAP)	Deliver an award winning debt counselling and advice service.	www.capuk.org	Freephone 0800 328 0006
Consumerline (Trading Standards Telephone Helpline)	A service which deals with complaint against traders. You can report a fraud or scam and ask about your consumer rights.	www.nidirect.gov.uk/contacts/contacts-az/consumerline	0300 123 6262 Mon – Thu 9am to 5pm Fri 9am to 4pm
The Consumer Council	Provides free, independent support and advice for all consumers and businesses in Northern Ireland. Also has powers to investigate complaints about energy, water, transport and postal.	www.consumer council.org.uk	General: 028 9025 1600 Complaints Freephone: 0800 121 6022
Ulster Federation of Credit Unions or Irish League of Credit Unions	Regulated financial organisations, which help their members to save and borrow money. Credit Union's offer loans at a reasonable interest rate, which may be higher than high street banks, but considerably lower than pay-day loan companies and loan sharks. Credit Unions are especially useful for people with poor credit histories, the unemployed, low earners, people who have no fixed abode or who have moved frequently.	www.ufcu.co.uk www.creditunion.ie	Phone numbers are individual to each Credit Union
Lifeline	A crisis response helpline service for people in distress or despair.	www.nidirect.gov.uk/contacts/contacts-az/lifeline	0808 808 8000
Macmillan Cancer Support	Macmillan, in partnership with a range of local advice centres, can provide free, impartial and confidential advice to help make sense of someone's finances.	www.macmillan.org.uk	Ask a social worker or health care practitioner for a referral or contact Macmillan Cancer Support via telephone on 0300 1233 233 or email to: info@macmillanbenefitsservice.co.uk

Make the Call	Government Office which deals with unclaimed benefits.	www.nidirect.gov.uk/campaigns/unclaimed-benefits	Freephone 0800 232 1271
Money Advice Service (Now part of the Money and Pensions Service)	Free and impartial money advice. This also provides details of advice agencies in Northern Ireland	www.moneyadviceservice.org.uk www.singlefinancialguidancebody.org.uk	Freephone 0800 138 7777 0115 9659570
Police Service for Northern Ireland (PSNI)	For emergencies phone 999 For non-urgent matters, phone the police on 101 (if you're a Tesco mobile or GiffGaff user call 028 9065 0222).	Non-emergency crime can be reported on-line and the link can be found at: www.nidirect.gov.uk/articles/reporting-crime	Reporting information anonymously: Crimestoppers 0800 555 111
Samaritans	Provide confidential emotional support for people who are experiencing feelings of distress or despair, available 24 hours a day.	www.nidirect.gov.uk/contacts/contacts-az/samaritans	028 9066 4422 (local call charges apply) Free call number: 116 123
Saint Vincent de Paul (SVP)	Provides practical assistance to people in need.	www.svp.ie/northern-ireland-homepage.aspx	028 9035 1561
Step Change Debt Charity	Offers free and impartial advice on debt and money management.	www.nidirect.gov.uk/contacts/contacts-az/step-change-debt-charity	Freephone 0800 138 1111
Stop Loan Sharks NI	Provides information on safer ways to borrow money and the potential hazards of using loan sharks.	www.stoploansharksni.org.uk	
The Trussell Trust (Foodbanks)	The Trussell Trust supports communities and churches to open foodbanks across the UK.	www.trusselltrust.org/get-help/find-a-foodbank	Phone numbers are individual to each foodbank