



Specialist debt advice service

If you work in an advice service in England or Wales, our experts can help you solve even the most challenging debt cases, by phone or online.

Shelter

What is the specialist debt advice service?

Our specialist service provides free, expert guidance on any client debt cases. We can offer:

- comprehensive referencing for complex cases
- clarification on new laws
- answers to technical queries
- a second opinion.

We can also help you keep your debt knowledge and expertise up-to-date via our email bulletin. Sign up to receive relevant legal and technical updates by emailing specialistdebtbulletin@shelter.org.uk

Who can use the service?

The service is open to agencies in England and Wales offering free advice, including all Local Citizens Advice, local authorities, housing associations, IMA members, Advice UK members, and other voluntary sector agencies. You don't need to be a member of an official body to access our expert guidance.

How do I use the service?

You can phone the team on **0330 058 0404**, 9am to 5pm, Monday to Friday (excluding bank holidays).

Alternatively, you can submit an online enquiry at shelter.org.uk/debtadvice

All enquiries will receive a response within three working days, or sooner if the case is urgent.

A quick note: Our second-tier support is available to advisers only. Please do not give our contact details to members of the public. We don't give financial or investment advice, nor advice to creditors. As we are a national service, we don't have information concerning local practices and our service is completely confidential.

This service succeeds the previous service run by Citizens Advice, and is funded by the Money and Pensions Service.



The Shelter logo, consisting of the word "Shelter" in white text on a red rectangular background.