



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



Money &
Pensions
Service



This service is funded by the Money and Pensions Service.

WHAT IS THE SPECIALIST DEBT ADVICE SERVICE?

Our specialist service provides free, expert support on any client debt cases. We can offer help with a range of debt issues including:

- Debt Relief Orders
- Breathing Space
- Bankruptcy
- Money Judgments

We can also help you keep your debt knowledge and expertise up-to-date via our email bulletin and resources page. 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 and other voluntary and advice agencies.

How do I use the service?

You can phone the team on 0330 058 0404, 9am to 5pm, Monday to Friday (excluding bank holidays). Contact us by webchat 9am to 5pm, Monday to Friday (excluding bank holidays) or alternatively, you can submit an online enquiry at shelter.org.uk/debtadvice-service

A quick note: Our second-tier support is not available to members of the public. We don't give financial or investment advice. As we are a national service, we don't have information concerning local practices and our service is completely confidential.

