

**“We are delighted to be working with Shelter to help organisations get the most accurate and up-to-date information on debt matters. This will ensure that people get the best debt advice possible, giving them the best chance of getting their finances back on track.”**

*Sheila Wheeler,  
Director of Debt Advice  
for the Money Advice Service*



Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that, one day, no one will have to turn to us for help.

**We're here so no one has to fight bad housing or homelessness on their own.**

**Please support us at [shelter.org.uk](https://shelter.org.uk)**

**Shelter**  
88 Old Street  
London EC1V 9HU  
📍 [shelter.org.uk](https://shelter.org.uk)  
☎ 0330 330 1234

## **Shelter Specialist Debt Advice Service**

**Our Specialist Debt Advice Service** offers free professional guidance for anyone providing free advice in England and Wales. Our experts help you solve even the most challenging debt cases – by phone or online.

📍 [shelter.org.uk/debtadvice](https://shelter.org.uk/debtadvice)  
☎ 0330 058 0404

OBR-3184. Registered charity in England and Wales (263710) and in Scotland (SC002327)

**Shelter**

 **the Money  
Advice Service**

**Shelter**



## What is our 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, or simply a second opinion. The service is available either by phone or online.

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](mailto:specialistdebtbulletin@shelter.org.uk)

## Why should I use the service?

We don't need to tell you that being an adviser can be tough. The pressures of complex, changing legislation and increasingly tight deadlines can be challenging.

That's why having an expert to rely on whenever you have doubts or need to accelerate the progress of a complex case is vital.

Our team of specialist advisers are here to offer you comprehensive, accurate and relevant advice.

## 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. And you don't need to be a member of any official body to access our expert guidance.

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

## How do I use the service?



**Phone:**

**0330 058 0404**

Monday-Friday 9am-5pm



**Online enquiry:**

**[shelter.org.uk/  
debtadvice](https://shelter.org.uk/debtadvice)**

Our service is confidential and all case information will be stored securely. However, please don't send any sensitive client data (such as names or addresses) when sharing case details.