



## Organisations offering emotional support and practical help

### Victim Support



If you have experienced fraud, you can contact the charity Victim Support for free and confidential support to help you move forward. Victim Support is the independent charity for people affected by crime across England and Wales.

Victim Support's specially trained staff and volunteers will provide you with emotional and practical support that is tailored to your needs. All support is free, confidential and will continue for as long as you need.

**Website**

[www.victimsupport.org](http://www.victimsupport.org)

**Supportline**

0808 16 89 111

### Victim and Witness Information

**Ministry of  
JUSTICE**

Government website giving information on where you can find Police and Crime Commissioner funded victim support services in your area. Information on the criminal justice system and what you can expect.

**Website**

[www.victimandwitnessinformation.org.uk](http://www.victimandwitnessinformation.org.uk)

**Information line**

0808 168 9293

### Citizens Advice



Provides you with free, independent, confidential and impartial advice on rights and responsibilities, including legal and civil rights, debt and money advice and consumer advice.

Citizens Advice also operate the Witness Service in all Crown and Magistrates' Courts in England and Wales.

To find your local branch visit the website.

**Website**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Witness Service**

0300 332 1000

### Samaritans



Samaritans provides emotional support for anyone who is feeling overwhelmed - you don't have to be suicidal. Whatever you're going through, you can call in confidence for FREE any time from any phone. This number works from mobiles without credit and does not show up on phone bills. We listen, without judging. Or you can email or go to the website to find details of your nearest branch, where you can speak to trained volunteers face to face.

**Website**

[www.samaritans.org](http://www.samaritans.org)

**Free to call on**

116 123

**Email**

[jo@samaritans.org](mailto:jo@samaritans.org)

### Age UK



Provides you with advice and information on a range of relevant topics including your money concerns, health and wellbeing, and care. Website also has useful information on how you can spot scams and fraud.

To find a local branch visit the website.

**Website**

[www.ageuk.org.uk](http://www.ageuk.org.uk)

**Advice line**

0800 055 6112

**SFO**serious  
fraud  
office

## Organisations offering information and advice on financial services

### The Pensions Advisory Service (TPAS)

**The PENSIONS  
Advisory Service**

TPAS offer free and impartial personal guidance for workplace and personal pensions. They can talk you through some of the things you might want to think about, and possible implications of the decisions you make.

**Website**[www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)**Telephone**

0800 011 3797

### Financial Service Compensation Scheme



FSCS protect consumers when authorised financial services firms fail. They are the UK's statutory fund of last resort for customers of financial services firms. FSCS can pay compensation to consumers if a financial services firm is unable, or likely to be unable, to pay claims against it. The FSCS is an independent body and do not charge individual consumers for using the service.

**Website**<https://www.fscs.org.uk>**Telephone**0800 678 1100 or  
020 7741 4100

### Financial Conduct Authority (FCA)



The FCA is the conduct regulator for financial service firms and financial markets in the UK. Consumers can find out about their rights with banking, insurance, mortgages and financial advice. Also how to complain and avoid scams

**Website**[www.fca.org.uk](http://www.fca.org.uk)

### Pension Wise



Free and impartial government guidance about your pension options.

**Website**[www.pensionwise.gov.uk](http://www.pensionwise.gov.uk)**Telephone**

0800 138 3944 for a free appointment

### the Money Advice Service



Free and impartial money advice, set up by government. This service advises you on improving finances, with tools and calculators to assist in planning. Support is provided to you over the phone or online.

**Website**[www.moneyadvice.service.org.uk](http://www.moneyadvice.service.org.uk)**Telephone**

0800 138 7777

### National Debtline

**NATIONAL  
DEBTLINE**

National Debtline provides free advice and resources to help people deal with their debts. Their service is available over the phone, through their website and via webchat.

**Website**[www.nationaldebtline.org](http://www.nationaldebtline.org)**Telephone**

0808 808 4000

### Which?

Provides consumer advice and information on your pensions.

**Website**[www.which.co.uk](http://www.which.co.uk)**Which?**