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## **Press Release**

January 5 2010

### **Charity ready to help those struggling with New Year debt**

National debt charity Consumer Credit Counselling Service (CCCS) has announced that it has increased its capacity as it expects to receive record numbers of callers to its helpline this month.

The negative impact that Christmas has on people's ability to manage their money and debt is illustrated by the spike in calls to its helpline each January. Calls rose by 3,000 in the month after last Christmas, from 21,379 in December 2008 to 24,404 in January 2009. The charity expects to see a similar rise in calls in January 2010.

Malcolm Hurlston, CCCS Chairman, said:

"The most important thing to do when you are struggling with debt is to face up to your situation.

"Anyone who is finding it difficult to make ends meet should seek help as soon as possible. The sooner you get help, the better the outcome."

Help with budgeting and debt advice is available from the CCCS helpline, 8am to 8pm, Monday to Friday, on 0800 138 1111 or at anytime online from [www.cccs.co.uk](http://www.cccs.co.uk). There is no charge for any of its services.

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#### **Notes to editors:**

1. CCCS received over 335,000 calls to its helplines in 2009, a 19 per cent increase on 2008.
2. CCCS is self-funding. Unsecured lenders share with the charity the benefit they receive from its operation, making a donation from the money repaid to them through debt management plans. This allows CCCS to retain its independence and ensure that its advice is always in the best interest of the client. CCCS aims to separate the "can't pay" from the "won't pay".

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