



# Where you can go for help

We're committed to helping our customers and we understand that sometimes you may experience difficult situations where you need more support.

To help, we've compiled a list of organisations who have the expertise, skills and knowledge to guide you through these difficult times and provide the support or advice you may require.

## Bereavement

### Bereavement Advice Centre

There are many practical issues to manage when someone dies. The Bereavement Advice Centre supports and advises people on what they need to do after a death.

The service is free and their contact details are:

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

**Telephone:** 0800 634 9494

### Cruse Bereavement Care

Support and guidance for people that have lost someone

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

**Telephone:** 0808 8081677

### Child Bereavement UK

Helps young children and young people (up to age 25), parents, and families, to rebuild their lives when a child grieves or when a child dies.

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

**Telephone:** 0800 02 888 40

## Physical and mental health condition

### National Health Service (NHS)

The National Health Service provides help and advice regarding health issues and social care.

The service is free and their contact details are:

**Website:** [www.nhs.uk](http://www.nhs.uk) if you live in England,  
[www.scot.nhs.uk](http://www.scot.nhs.uk) if you live in Scotland,  
or [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk) if you live in Wales.

**Telephone:** 111

**Face-to-Face:** Visit your GP

## Specialist mental health

### Mind

Mind provides advice and support to empower anyone experiencing a mental health problem.

The service is free and their contact details are:

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

**Telephone:** 0300 123 3393

**Face-to-Face:** Find details of their local offices at [www.mind.org.uk/information-support/local-minds/](http://www.mind.org.uk/information-support/local-minds/)

### CALM

The Campaign Against Living Miserably (CALM) is leading a movement against suicide through frontline services, national campaigns and by building communities.

Their helpline and webchat is open 365 days a year from 5pm - midnight.

**Website:** [thecalmzone.net](http://thecalmzone.net)

**Telephone:** 0800 58 58 58

### Dementia Friends

Dementia Friends aims to transform the way the nation thinks, acts and talks about dementia.

The service is free and their contact details are:

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

**Telephone:** 0300 222 5855

**Face-to-Face:** Find details of their information sessions at [www.dementiafriends.org.uk/sessions](http://www.dementiafriends.org.uk/sessions)

## Addiction

### Frank

Frank is a friendly, confidential helpline offering advice, information and support for anyone affected by drugs.

The service is free and their contact details are:

**Website:** [www.talktofrank.com](http://www.talktofrank.com)

**Telephone:** 0300 123 6600

### Alcoholics Anonymous

For anyone who is worried about their drinking, and wants free, confidential information, help and support from other AA members.

The service is free and their contact details are:

**Website:** [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**Telephone:** 0800 9177 650

**Email:** [help@aamail.org](mailto:help@aamail.org)

**Face-to-Face:** Find details of their local meetings at [www.alcoholics-anonymous.org.uk/AA-Meetings](http://www.alcoholics-anonymous.org.uk/AA-Meetings)



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## Financial Support

### Payplan

Payplan is a free, impartial and non-judgemental debt advice service.

The service is free and their contact details are:

Website: [www.payplan.com](http://www.payplan.com)

Telephone: 0800 280 2816

### Step change

Free, confidential and expert debt advice and money guidance.

Website: [www.stepchange.org](http://www.stepchange.org)

Telephone: 0800 138 1111

### Money Helper

Provides information and tools to help you manage your money.

Telephone: 0800 011 3797

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

## Personal advice services

### Citizens Advice

Free help and advice concerning financial and legal matters.

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

Telephone: 0344 411 1444

### Money Saving Expert

Website: [www.moneysavingexpert.com](http://www.moneysavingexpert.com)

### Gingerbread

Free support services for single parents.

Telephone: 0808 802 0925

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

### Mumsnet

Website: [www.mumsnet.com](http://www.mumsnet.com)

### Domestic abuse support

Website:

[www.gov.uk/guidance/domestic-abuse-how-to-get-help](http://www.gov.uk/guidance/domestic-abuse-how-to-get-help)

## Fraud

### Take Five fraud prevention

Website: [www.takefive-stopfraud.org.uk](http://www.takefive-stopfraud.org.uk)

### Action Fraud

#### (National Fraud and Cyber Crime Reporting Centre)

Report your suspicions of a fraud to Action Fraud.

Telephone: 0300 123 2040

Website: [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

Please note, third party website links are provided for ease of reference only and their inclusion shouldn't be taken as our endorsement of their content. We accept no responsibility or liability in relation to any third party website.

**We can provide literature in large print, Braille and audio. Please let us know if you require an alternative format or any additional support with managing your account.**

**For customer service and training purposes, calls with OSB Group plc may be monitored and/or recorded.**



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