

## 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

### Victims' Information Service

#### Victims' Information Service

Government funded website giving information on where to find support services local to your area. Information on the criminal justice system and what you can expect

**Website**

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

**Information line**

0808 168 9293

### Citizens Advice



Provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities; including legal and civil rights, debit 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

### Mind

Mind provides supportive and reliable information for those experiencing mental health problems. The page on the Mind website "Money and Mental Health" is a useful signpost to the support networks available for those with financial issues that have had an impact on their mental health. You can email, call

**Website**

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

**Call / text on**

03001233393 / 86463

**Email**

info@mind.org.uk

helpline or go to the website to find details of your nearest 'Local Mind'.

## Age UK



Provides advice and information on a range of relevant topics including money concerns, health and wellbeing, and care. Website also has useful information on spotting scams and fraud.  
To find a local branch visit the website.

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

**Advice line**  
0800 678 1174

## Organisations offering information and advice on financial services

### Financial Service Compensation Scheme

FSCS deals with compensation claims when financial firms go out of business. The FSCS may only compensate protected types of claim. If the defaulting firm generated protected claims, e.g. from unsuitable advice on investments, the FSCS could compensate eligible claimants, provided all relevant criteria are met.

The FSCS is an independent body and do not charge individual consumers for using the service.

**Website**  
<https://www.fscs.org.uk/failed-firms/lcf/>

**Telephone**  
0800 678 1100 or  
020 7741 4100



### Pension Wise

Free and impartial government guidance about pension options.

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

**Telephone**  
0800 1383944 for a free appointment



### the Money Advice Service

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

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

**Telephone**  
0800 138 7777



### National Debtline

National Debtline is a debt advice charity run by the Money Advice Trust. We are a free and confidential debt advice service for people in England, Wales and Scotland. We have helped millions of people deal with their debts. Our team of expert debt advisers care about improving your situation and will help you to take control of your debts.

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

**Telephone**  
0808 808 4000



## Turn2us



Turn2us is a national charity providing practical help to those struggling financially. Find out about what benefits or grants you may be entitled to and receive financial advice by visiting their website. Their “Find an Adviser” page allows you to search for the closest sources of information to you. The “Contact Us” form allows you to ask a question in email format.

**Website**

[www.turn2us.org.uk](http://www.turn2us.org.uk)

## FCA - ScamSmart

 FINANCIAL  
CONDUCT  
AUTHORITY

Protect yourself from scams on the FCA’s ScamSmart webpage. You can check any opportunities you have been offered against the FCA register, report any unauthorised firms and scams to the FCA and read up on the different types of scams such as online trading, pension and investment.

**Website**

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

## Which?

Provides consumer advice and information on pensions

**Website**

[www.which.co.uk](http://www.which.co.uk)



## Where to report?

### Action Fraud



**Action Fraud**  
National Fraud & Cyber Crime Reporting Centre  
0300 123 2040

Action Fraud is the UK’s national reporting centre for fraud and cybercrime where you should report fraud if you have been scammed, defrauded or experienced cybercrime in England, Wales and Northern Ireland.

**Website**

<https://www.actionfraud.police.uk>

You can report a fraud 24/7 either by calling the Action Fraud number or by visiting their website and using their online reporting services. Both of these services also provide help and advice.

**Telephone**

0300 123 2040

### Police (non-emergency)



You can call 101, the police number for non-emergency enquiries, to report if you have been the victim of a fraud or scam.

**Website**

<https://www.police.uk/forces>

The police also have a confidential support phoneline if you have been affected by crime. It is operated 24/7 in England, Wales and Northern Ireland and 8am - 8pm Monday to Friday in Scotland.

**Telephone**

101  
08 08 16 89 111 (England and Wales)  
0800 160 19 85 (Scotland)  
028 71 37 00 86 (Foyle Hub, N. Ireland)  
028 90 24 31 33 (Belfast Hub, N. Ireland)