



SERVICE UPDATE

Citizens Advice Teignbridge Continuing to offer Advice

Citizens Advice Teignbridge are responding to the challenging times by continuing to offer a wide range of advice through telephone and online services.

With a huge upturn in the number of people concerned around debt, employment and benefit issues, volunteers and staff have been working hard to move to online and telephone services.

Vincent Willson, Chief Officer said "We intend to keep our service running as much as possible as we know it is at times like this people need access to information and advice more than ever. It has been a real challenge but we continue to work for the people of Teignbridge when they need us most. This is a testament to the goodwill, commitment and selflessness of our volunteers and staff."

Online

If you need advice, please try our national website first where there is regularly updated bespoke guidance for people facing challenges arising out of the Coronavirus outbreak <https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Telephone

- If you need advice or **help to claim Universal Credit**, please phone our national Help to Claim phone line: 0800 144 8444
- If you want advice about a **consumer issue** such as getting a refund for a cancelled holiday or event, please phone our national Consumer Helpline: 0808 223 1133
- If you need to speak to someone about **any other issue**, please phone our Adviceline: 03444 111444

Email

Open to Teignbridge residents only via citizensadviceteignbridge.org.uk

Text

On 07867012580 with your name and telephone number – we will call you back

WhatsApp

WhatsApp us on 01626 322260 with your name and telephone – we will call you back

Letter

If you are unable to contact us in any of these ways please either send us a letter or put a note through the door with your telephone number. Our address is Citizens Advice Teignbridge, 36-38 Market Walk, Newton Abbot, TQ12 2RX.

Ends