

## Free and independent help and support for you

At AutoMoney Motor Finance we understand that life can sometimes be challenging, and so we're here to help.

This leaflet is designed to help guide you towards free and independent support services that can help and support you.

We believe that everyone deserves access to the help they need, especially when they may be feeling vulnerable. Whether you're dealing with financial difficulties, health issues or any other challenges, there are organisations out there ready to provide you with assistance.

Below, you'll find information about various support services, including how to contact them and what kind of help they can offer. Remember, it's okay to ask for help. You're not alone and there are people who want to support you.

Name	How they can help
Advicelocal	A website that provides information and links to local advice services on <b>benefits, work, money, housing</b> and more.  <a href="https://advicelocal.uk/">https://advicelocal.uk/</a>
Age UK	A charity that supports <b>older people</b> with issues such as <b>loneliness, health, money, care</b> and more.  <a href="https://www.ageuk.org.uk/">https://www.ageuk.org.uk/</a> <b>0800 678 16 02</b>
Citizens Advice	A network of independent charities that offer free and confidential advice on a range of issues, such as <b>debt, benefits, housing, legal, discrimination, employment, immigration</b> and more.  <a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a> <b>0800 144 88 48 (England) / 0800 702 20 20 (Wales)</b>
GamCare	A charity that gives confidential information, advice and support for <b>anyone affected by gambling</b> .  <a href="https://www.gamcare.org.uk/">https://www.gamcare.org.uk/</a> <b>0808 802 01 33</b>
Gingerbread	A charity that supports <b>single parent families</b> with advice and practical support on issues such as <b>benefits, child maintenance, work, education, childcare, legal rights</b> and more.  <a href="https://www.gingerbread.org.uk/">https://www.gingerbread.org.uk/</a> <b>0808 802 09 25</b>
Macmillan Cancer Support	A charity that provides information and support to <b>people affected by cancer</b> , including <b>financial, emotional, practical and medical advice</b> .  <a href="https://www.macmillan.org.uk/">https://www.macmillan.org.uk/</a> <b>0808 808 00 00</b>
Mind	A charity that provides information and support to <b>anyone experiencing a mental health problem</b> , such as <b>depression, anxiety, bipolar disorder, schizophrenia</b> and more. They also offer <b>legal advice on mental health related issues</b> .  <a href="https://www.mind.org.uk/">https://www.mind.org.uk/</a> <b>0300 123 33 93</b>

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National Debtline	<p>A charity that provides free and impartial <b>debt advice and solutions</b> to people in England and Wales. They can help with issues such as budgeting, credit cards, loans, mortgages, bailiffs, bankruptcy and more.</p> <p><a href="https://www.nationaldebtline.org/">https://www.nationaldebtline.org/</a>  <b>0808 808 40 00</b></p>
Refuge	<p>A charity that provides support and safety to <b>women and children who are experiencing domestic abuse</b>. They offer a range of services, such as a <b>24-hour helpline, emergency accommodation, outreach support, legal advice</b> and more.</p> <p><a href="https://refuge.org.uk/">https://refuge.org.uk/</a>  <b>0808 200 02 47</b></p>
Relate	<p>A charity that provides <b>relationship counselling and support</b> to <b>individuals, couples and families</b>. They can help with issues such as <b>communication, separation, divorce, family conflict, bereavement</b> and more.</p> <p><a href="https://www.relate.org.uk/">https://www.relate.org.uk/</a></p>
Shelter	<p>A charity that provides housing advice and support to <b>people who are homeless or at risk of homelessness</b>. They can help with issues such as <b>eviction, repossession, rent arrears, housing benefit, repairs, harassment</b> and more.</p> <p><a href="https://www.shelter.org.uk/">https://www.shelter.org.uk/</a>  <b>0808 800 44 44 (England) / 0800 049 54 95 (Wales)</b></p>
Samaritans	<p>A charity that provides emotional support to <b>anyone in emotional distress, struggling to cope or at risk of suicide</b>.</p> <p><a href="https://www.samaritans.org/">https://www.samaritans.org/</a>  <b>116 123</b>  <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></p>
StepChange	<p>A charity that provides free and impartial debt advice and solutions to people in the UK. They can help with issues such as <b>debt management plans, individual voluntary arrangements, bankruptcy, debt relief orders</b> and more.</p> <p><a href="https://www.stepchange.org/">https://www.stepchange.org/</a>  <b>0800 138 11 11</b></p>
The Money Advice Service	<p>A government-funded organisation that provides free and impartial money advice and guidance to people in the UK. They can help with issues such as <b>budgeting, savings, pensions, mortgages, debt, benefits, insurance</b> and more.</p> <p><a href="https://www.moneyhelper.org.uk/en">https://www.moneyhelper.org.uk/en</a></p>
The Silver Line	<p>A charity, run by Age UK, that provides a free and <b>confidential helpline for older people who are feeling lonely, isolated or in need of someone to talk to</b>. They also offer friendship services, such as regular calls and letters from volunteers.</p> <p><a href="https://www.ageuk.org.uk/services/silverline/">https://www.ageuk.org.uk/services/silverline/</a>  <b>0800 470 80 90</b></p>
Turn2us	<p>A charity that helps <b>people in financial hardship</b> to <b>access welfare benefits, charitable grants</b> and other support. They also provide a benefits calculator, a grants search tool and a helpline.</p> <p><a href="https://www.turn2us.org.uk/">https://www.turn2us.org.uk/</a></p>

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Victim Support	<p>A charity that provides emotional and practical support to <b>people who have been affected by crime or traumatic events</b>. They offer a free <b>and confidential helpline, online support, local services</b> and <b>specialist teams</b>.</p> <p><a href="https://www.victimsupport.org.uk/">https://www.victimsupport.org.uk/</a> <b>0808 168 91 11</b></p>
Vulnerability Registration Service	<p>A not-for-profit origination providing a central, independent register of <b>people with characteristics of vulnerability</b>. The register gives people a single place to register their status, helping them avoid repeating the same difficult conversations every time they engage with organisations like lenders.</p> <p><a href="https://www.vulnerabilityregistrationservice.co.uk/">https://www.vulnerabilityregistrationservice.co.uk/</a></p>
Which?	<p>A consumer organisation that provides independent advice and information on a range of topics, such as <b>money, energy, travel, health, technology, legal</b> and more. They also campaign for consumer rights and offer product reviews and comparisons.</p> <p><a href="https://www.which.co.uk/">https://www.which.co.uk/</a></p>
Withyou	<p>A charity that offers free and confidential support with <b>alcohol, drugs</b> and <b>mental health</b>.</p> <p><a href="https://www.wearewithyou.org.uk/">https://www.wearewithyou.org.uk/</a></p>
Women's Aid	<p>A network of over 180 organisations that provide support and safety to <b>women and children who are experiencing domestic abuse</b>. They offer a range of services, such as a <b>24-hour helpline, online chat, email support, refuge accommodation, legal advice</b> and more.</p> <p><a href="https://www.womensaid.org.uk/">https://www.womensaid.org.uk/</a></p>
Youth Access	<p>A network of youth advice and counselling services that provide free and confidential support to <b>young people aged 12-25</b>. They can help with issues such as <b>mental health, sexual health, drugs, alcohol, education, employment, housing</b> and more.</p> <p><a href="https://www.youthaccess.org.uk/">https://www.youthaccess.org.uk/</a></p>

And finally, please remember that **WE** want to help you.

To let us know how we can better help and support you, please do not hesitate to contact our friendly Customer Support Team by:

- phone: **0800 197 9090**  
*Lines are open 8am-7pm Monday-Friday, and 9am-3pm Saturday  
Calls are free of charge to this number*
- email: [customer.support@ammf.co.uk](mailto:customer.support@ammf.co.uk)
- post: **Customer Support Team, AutoMoney Limited, Unit 3 Brooklands, Moons Moat Drive, Redditch, Worcestershire, B98 9DW**