

### Our aims

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

### Our principles

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

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# What is MoneyPlan?

## Who are Citizens Advice and what we do

Delivering advice, advocacy and education across England, Wales and Northern Ireland.





## MoneyPlan Project with volunteer qualified financial advisers

The Citizens Advice, Personal Finance Society and Partnership are working together to place qualified financial advisers in local bureaux to provide free generic financial advice to all our clients who need it.

Financial Advisers will provide advice on an appointment basis at local bureaux in a face to face interview or by telephone on any aspect of financial advice such as mortgages, endowments, equity release, financial planning, pensions, tax and savings and investments.

**To arrange an appointment at this Citizens Advice speak to one of the advisors who will arrange this for you.**

Talking to a qualified financial adviser was useful and helped to clear my mind - thank you for such an excellent service.

## Success stories from the pilot

### Mortgage

The client's home was subject to a suspended possession order, meaning as long as he could maintain repayments on his mortgage he would not be repossessed. He wanted to know if he could cash in his pension to help his finances. The client had a variety of pension, mortgage and insurance products, which varied in their terms and conditions, and the stages at which they had been paid up or could be accessed.

The MoneyPlan adviser advised the client how they could transfer money from some of these products as they were paying a very low bonus rate, and advised them to seek further help to amalgamate it with his pension plan. The adviser also informed the client that he should contact a broker about taking payment protection insurance as he was worried about possible future redundancy.

### Equity Release

A 78 year old woman, living alone was, in her own words, going through a bad time financially. She didn't want to worry her family, as she has always been independent. 'I didn't know which way to turn'.

She went to the CAB who referred her to the MoneyPlan financial adviser. She had some debts and wanted to know about equity release and whether it was an option for her. The financial adviser went through the pros and cons of this and other possible options. He also suggested that she could discuss her financial matters with her family.

After she saw the financial adviser, she decided against equity release, as she didn't need that much money to sort out some debts and she wanted to leave some inheritance to her children. She decided to discuss her situation with her family who have since helped her.

Volunteering made me feel I was helping others and giving something back