

## Where you can go for help

We are committed to building long lasting and close relationships with our customers based on understanding, knowledge, trust and accountability. As a result, we take time to fully recognise your requirements so we can offer the best solutions to support your needs.

We are aware that sometimes you may find yourself in difficult situations, but we are here to support you through your financial worries, and we have prepared the below list of some organisations that may be able to help with certain difficulties that you may be experiencing.

### 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

### Physical and mental health conditions

#### 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/)

## 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: 0333 150 3456

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

## Domestic Abuse

The National Domestic Violence Helpline

A freephone 24-hour helpline run in partnership by Refuge and Women's Aid. It is a national service for women experiencing domestic violence, their family, friends, colleagues, and others calling on their behalf. The service is free and their contact details are:

Website: <https://www.nationaldahelpline.org.uk/>

Telephone: 0808 200 0247 (24 hours)

Email: [helpline@refuge.org.uk](mailto:helpline@refuge.org.uk) and [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

## Economic Abuse

Surviving Economic Abuse

Surviving Economic Abuse (SEA) is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. SEA has more information about economic abuse and regaining control, available at:

Website: <https://survivingeconomicabuse.org/i-need-help/>

Telephone: 0808 196 8845

It also offers specialist advice to victim/survivors of domestic abuse in financial difficulty.

Website: [www.survivingeconomicabuse.org/what-we-do/financial-support-line/](http://www.survivingeconomicabuse.org/what-we-do/financial-support-line/)

## 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)

## **GamCare**

GamCare is part of the National Gambling Support Network – a group of organisations across Great Britain that provide 24/7 free, confidential and personalised support for anyone who's experiencing harm from gambling, as well as those affected by someone else's gambling. Their service is free and their contact details are:

Website: <https://www.gamcare.org.uk/>

Telephone: 0808 8020 133

## **Financial Difficulty**

### **Payplan**

Payplan is a free, impartial and non-judgemental debt advice service, providing a personalised action plan for your money. The service is free and their contact details are:

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

Telephone: 0800 280 2816

## **Food Banks**

### **The Trussell Trust**

The Trussell Trust support a nationwide network of food banks to provide emergency food and support for people facing hardship. They offer a free helpline offering advice and food bank vouchers if necessary. Their contact details are:

Website: <https://www.trusselltrust.org/>

Telephone: 0808 208 2138

Find your nearest food bank: <https://www.trusselltrust.org/get-help/emergency-food/>

## Suicide

### Samaritans

Samaritans offers a 24/7 free, confidential and Statewide Helpline from remarkable volunteers who answer phone calls and text conversations from people needing someone to listen. Their service is free and their contact details are:

Website: <https://samaritanshope.org/get-help/feeling-suicidal/>

Telephone: 988

## Money and Mental Health Policy Institute

As a relationship managed bank, our aim is to build a strong relationship with the Money and Mental Health Policy Institute, to provide an insight on the links between Mental Health and money management.

With money and mental health problems being extremely linked, it can be harder to manage your finances and living in financial stress can harm your mental health.

Money and Mental Health Accessible is a suite of programmes supporting essential service providers – such as banks, energy suppliers and water companies – to better support their customers with mental health problems created their Mental Health Accessible programme, which reviews how accessible these essential service providers are for customers with mental health problems.

<https://www.moneyandmentalhealth.org/mentalhealthaccessible/>

## UK Finance

UK Finance has worked with several banks and building societies, to create a leaflet about financial abuse, which contains examples of financial abuse and lists of organisations that can offer support.

Financial abuse can take a variety of different forms within different relationships, including intimate partners, family members or carers. This guide will help you to identify if you or someone else is a victim of financial abuse.

[https://www.ukfinance.org.uk/system/files/2022-12/Its%20your%20money%202022\\_o.pdf](https://www.ukfinance.org.uk/system/files/2022-12/Its%20your%20money%202022_o.pdf)

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