



25th March 2020

Press release

These are unprecedented times and we regret that temporarily we are no longer offering face to face advice. However, we recognise that consistent and trusted advice is needed now more than ever, with the speed that our normal life is changing.

We are continuing to provide advice to people by phone, webchat and email. We have additional staff covering our Adviceline phone to ensure that people find it as easy as possible to get through to us, and our process is to take details and ring people back with full advice.

Our Universal Credit Help to Claim team is providing support with the online claiming process by phone and webchat, and can talk people through any problems they have with making their online claims. Many people whose income has suddenly disappeared or greatly reduced, can submit claims for Universal Credit, and can contact us for help if they need it.

We are working with essential services such as food banks, and gathering information on local services and new systems put in place during this emergency period.

We hope to return to our normal service as soon as government and Citizens Advice guidance allow.

Contact details:

**Suffolk Adviceline: 0300 330 1151
(Monday to Friday 9.30am to 3.30pm)**

**Universal Credit Help to Claim: 0800 144 8 444
(Freephone – Monday to Friday 8am to 6pm)**

Or use the contact form on our website on www.suffolkwestcab.org.uk