

Accessing Information and Advice from Citizens Advice Cheshire East

Citizens Advice Cheshire East have suspended face-to-face advice services across all sites and services for the foreseeable future due to the coronavirus outbreak. However **we are still open and ready to deliver information and advice** in other ways:

There are a number of ways people can continue to get advice during this time.

- Citizens Advice Cheshire East are delivering advice by email and phone, if you have an issue you'd like help with direct from us, complete this form <https://www.citizensadvicece.org.uk/email> and we will be in touch.
- General advice will be given via national Adviceline which people can reach by calling **03444 111 444**. This is open Monday to Friday from 9am to 5pm.
- People can chat online to an adviser by visiting the Citizens Advice website at [citizensadvice.org.uk/contact-us](https://www.citizensadvice.org.uk/contact-us).
- People looking for advice on consumer issues (e.g. issues related to products or services you've purchased) can contact the Citizens Advice consumer helpline on **0808 223 1133** or chat online to an advisor on our website.
- Anyone seeking to make a new claim for Universal Credit should call the Universal Credit Help to Claim line on **0800 1448444**.

Waiting times for these services may be slightly longer than usual as we adapt to our new patterns of working.

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Jill Hamilton-Smith
Operations Manager