

# Changes to our service

20 March 2020

**We are open for business and are here to provide the public with free, confidential, impartial and independent advice on any issue.**

As the coronavirus outbreak has an ever-changing impact on our lives, families and individuals are facing tough challenges and dilemmas. It might be millions of people who could face the impossible choice of working while ill or not following guidance to self-isolate. Or it might be those of us who are dealing with cancelled travel plans or debt problems as people have their wages cut or are laid off from work.

We have increased the resource on our Adviceline and have Advisers waiting to take your call now. All face to face services are suspended until further notice, however telephone appointments are available and can be booked through our Adviceline.

Call our Adviceline on 0300 456 8390  
Lines open Monday to Friday, 9am to 4pm.  
Calls to this number are charged at the same rate as 01 and 02 numbers.

For Universal Credit Help to Claim service call 0800 144 8 444  
Lines open Monday to Friday, 8am to 6pm, freephone service.

You can also find self-help guidance 24/7 on the [Citizens Advice website](#), including general advice about [Coronavirus \(COVID-19\)](#).



**Derbyshire  
Districts**