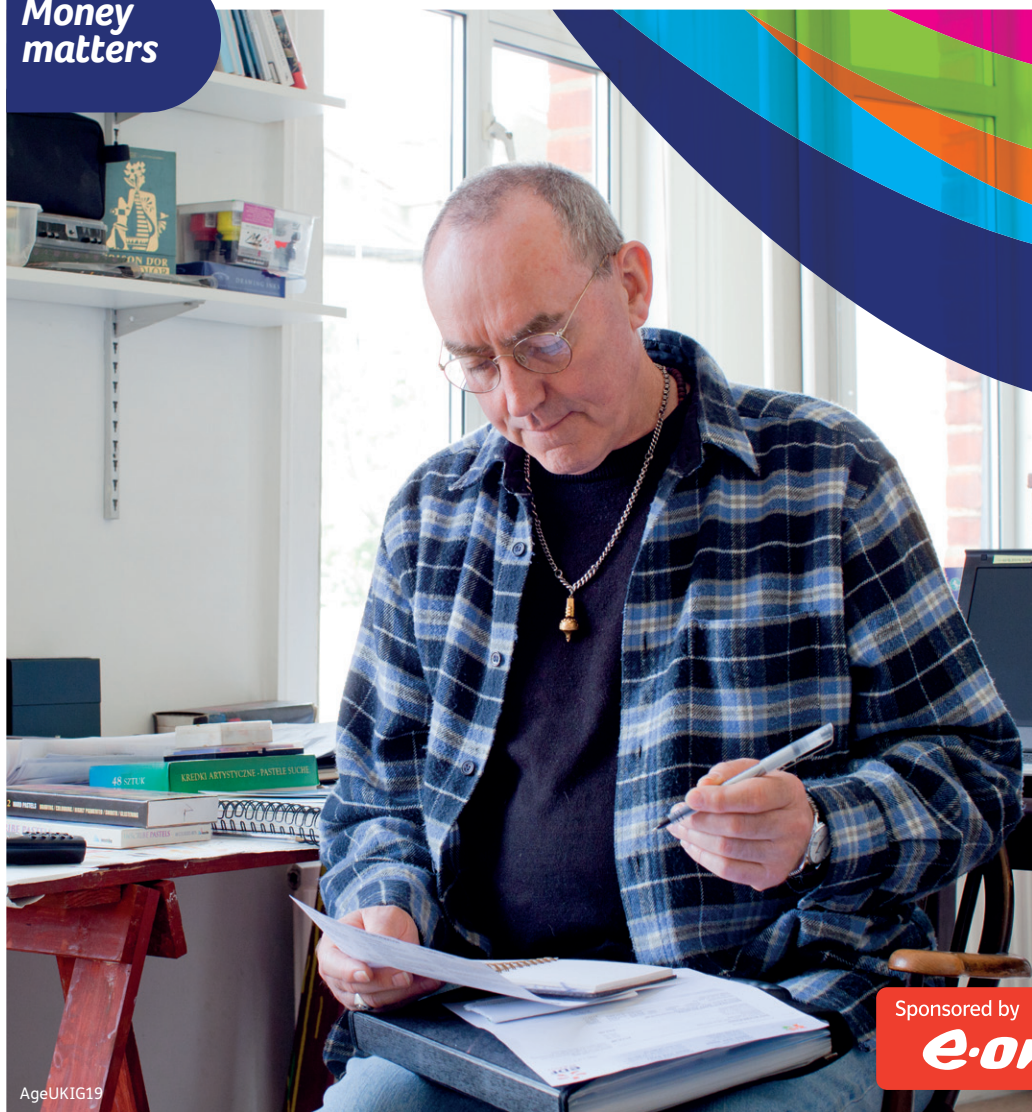


Managing your money

Practical tips for keeping costs down



Money matters



AgeUKIG19

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Age Concern and Help the Aged.***

***With almost 120 years of combined
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and solutions to do more to enrich
the lives of people in later life.***

***The Age UK family includes Age Cymru,
Age NI and Age Scotland. There are
also more than 170 local Age UKs.***

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This guide was first published in August 2010 and updated in September 2011. Every effort has been made to ensure that the information contained in this guide is correct. However, things do change, so it is always a good idea to seek expert advice on your personal situation.

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Concern

and

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This guide has been produced with the support of E.ON.

Introduction

Retirement is something that many of us look forward to – more time to relax and do the things that we enjoy, and more time to spend with friends and family.

But along with more free time may come a drop in income. So even if you have a reasonable income from your pensions and other investments, it still makes sense to review your outgoings. You can make your money go further by looking for the best deals in what you buy, taking advantage of any benefits or concessions and looking at how you might otherwise increase your income. By using your money effectively, you can have more left over for the things you want to do.

This guide is split into two sections. The first helps you assess your finances, balance your budget and deal with any debts. The second looks at how you can boost your income.

For further information about how to get investment advice, read our guide *Money matters*.

Throughout this guide you will find suggestions for organisations that can offer further information and advice about your options. Their contact details can be found in the ‘Useful organisations’ section (see pages 31–38). Contact details for organisations near you can usually be found in your local phone book. If you have difficulty finding them, your local Age UK should be able to help (see page 31).

As far as possible, the information given in this guide is applicable across the UK.

Key



This symbol indicates where information differs for Scotland, Wales and Northern Ireland.

**what
next?**

This symbol indicates who to contact for the next steps you need to take.

Assess your present situation

Before you make any decisions about your money, it's a good idea to look at your present circumstances carefully. On pages 26–29, you'll find four handy forms to help you assess your current financial situation and, if you need to, work out a budget. This can help you decide what to do about savings or investments, or negotiate any debt repayments.

- List all the sources of your household income and how much you get from each under 'Household income' in your personal budget. Update your income list every April when pension and benefit rates go up, or if your income changes. List everything you and your household spend money on under 'Household expenses'. Make the best estimate you can for variable or irregular payments such as home repairs, energy and telephone bills, car servicing, holidays and entertainment.

- List your assets – the amount you have in any savings accounts, premium bonds or savings certificates – under ‘Your net assets’. Also note down the value of any life insurance policies, your car, house, antiques and jewellery.
- Are any items not fully paid for? Do you still owe money on your mortgage? Make a note of the amount owing against the item under ‘Household expenses’.
- You may have a credit card or a loan to pay off, or you may have fallen behind in paying your mortgage, rent or bills. Enter the amounts that you owe and the weekly or monthly repayments that you are currently expected to make under ‘Credit/debt/arrears’.

Remember to work in either weekly or monthly figures – don’t mix the two.

By using your money effectively, you can have more left over for the things you want to do.



Balancing the budget

Once you have all the facts and figures about your money, the next stage is to balance your budget, so your outgoings match your income.

Add your household expenses to the totals in your credit/debt/arrears budget. This is the amount you need to pay out each week/month. Compare it with your household income. Have you got money to spare? Or do you have less than you need to pay your bills?

If you have less, start by getting a benefits check and tax check to find out whether you can maximise your income (see pages 12 and 25). You may discover that you are entitled to more money than you are currently getting, or that you are overpaying your tax.

If you still don't have enough money coming in, look at your household expenses. Are there any non-essential items that you could reduce or cut out? Be realistic and don't cut down on essentials like food and heating. Instead, assess whether you are spending more than you need to on things like energy bills, for example (see pages 15 and 16).

Now look at your assets. Do you have any items that you are willing to sell, such as antiques or other valuables? Don't rush into selling anything without making sure that you get several valuations and beware of selling to doorstep callers.

what next?

See our free guide *Avoiding scams* for more information on dealing with bogus doorstep callers. Age UK produces *LifeBook*, a handy book where you can keep financial and other useful information in one place. Call 0845 685 1061 for a free copy.

Avoiding big bills

Big bills can place a strain on anyone's budget. You can avoid them by using some of the following methods.

- Pay bills through a regular budget scheme. You can often pay bills in this way without any extra expense. Ask your suppliers for details.
- Pay your bills by direct debit. You will often get a discount if you pay this way.
- Buy savings stamps from the Post Office or join a payment card scheme to pay your bills. These allow you to put small regular amounts towards your bills. Contact your telephone, gas and electricity suppliers for more details.
- You may also be able to get a payment card for your rent if you rent your home from a housing association or your local council.

'Before my local Age UK gave a talk about benefits I had no idea I could get any help towards my Council Tax. I own my home and I thought it was only paid to people who rent. Age UK helped me to make a claim and now I'm much better off.'

Shopping around for financial services

Check that you're making the most of your savings and getting the best possible deal with the financial services that you use.

- Invest your savings to produce greater income, for example, in National Savings Pensioners Bonds, Income Bonds or Fixed Rate Savings Bonds, or in a monthly income account with a bank or building society. Check your savings rates at least once a year to make sure that you're still getting a good rate.
- Join a credit union. These are financial co-operatives run by groups of people with something in common – they may live in the same area or attend the same church or club. Members of the credit union save together. The money that they save is then available to give out as low-cost loans. Contact the Financial Services Authority to find out whether there is a credit union in your area (see page 34). Or visit the Association of British Credit Union's website at www.abcul.org to find your nearest one.
- Review your home and motor insurance. Compare insurance quotes from different companies to make sure that you get the best deal for your circumstances. Age UK's commercial arm, Age UK Enterprises Limited, offers insurance for older people through Ageas Insurance. Call Ageas on 0845 600 3243 for more information on home insurance, or on 0845 600 3211 for more information on car insurance.

**what
next?**

See our free guide *Money matters* to learn more about bank accounts and savings. See the Money Advice Service's free guide *Credit unions* for more information (see page 35).

Priority bills

‘Priority bills’ are those where not paying could leave you in serious trouble. For example, if you do not pay your mortgage or secured loan, your home could be repossessed. Or, if you don’t pay your gas or electricity bills, your energy supply could be cut off. If you’re behind on any of these bills, don’t panic. Act quickly to either pay off all the debt or to arrange to pay it off in instalments, and you should be able to stop these things happening.

Priority bills include:

- mortgage
- second mortgage or secured loan
- rent
- Council Tax
- water
- gas and electricity
- TV licence
- unpaid fines
- hire purchase
- telephone (if you rely on it).

Never ignore a bill you can’t pay. Contact the organisation you owe money to as soon as possible. These creditors can only take action against you after giving you warning and, in many cases, after long civil court proceedings.

Creditors that bombard you with letters and phone calls may not be the most important ones. Creditors are not allowed to cause you alarm or distress. If you think you are being harassed, contact your local trading standards service, the police or an advice agency.

what next?

For practical tips on saving money on your energy bills, see our free guide *Save energy, pay less*. If you aren't sure which bills should be top priority, or can't find enough money to pay priority bills, get advice from a debt advice agency (see National Debtline, page 35). Contact your local Age UK for a benefits check to ensure that you're claiming everything you're entitled to as well.

Negotiate with creditors

If you have enough money coming in to pay your important bills and essential household expenses, but not enough to pay your creditors, then try to make arrangements to pay reduced amounts.

Only agree to a repayment plan if you are sure that you can meet the payments. It is better to arrange to pay back small amounts, which you know you can afford, than to agree to unrealistic repayments that you won't be able to keep up. Put these amounts in the 'Payment offer' column of your Credit/debt/arrears list (see page 29).

If you live in England, Wales or Scotland, see the National Debtline self-help pack *Dealing with your debts* for more information about how to make these arrangements (see page 35). In Northern Ireland, contact Advice NI (see page 32).



Debt advice agencies

Make sure that you get free debt advice if you need it. If you pay additional fees for debt advice, it might end up taking you a lot longer to get out of debt. Ignore any texts, telephone calls or emails advertising debt advice services.

Call Age UK Advice to find your nearest free, reputable debt advice agency (see page 31).

Summary of debt advice

- Don't borrow more money to pay off your debts. Get free advice first from your local Citizens Advice Bureau, the National Debtline, the Consumer Credit Counselling Service or another local advice agency.
- Don't ignore the problem. It won't go away and the longer you leave it, the worse it will get.
- Pay your priority bills and make arrangements to bring them up to date.
- Write everything down using the personal budget worksheets (see pages 26–29).
- Get advice from one of the agencies listed at the end of this guide for further help (see pages 31–38).

Ways to boost your income

Even after following the advice on balancing your budget, it might be that you still don't have enough money coming in. This section of the guide will help you to make sure that you are claiming all the benefits and concessions you are entitled to and getting the best deals.

Help with the cost of living

Many retired people do not claim all the benefits that they are entitled to. Benefit rules are not needlessly generous, so if you qualify for help you should take up your entitlement.

We help people claim over £100 million a year in benefits that they didn't know they were eligible for. So it's well worth checking to see whether you are claiming all that you're due.

Some benefits, including Pension Credit, Housing Benefit and Council Tax Benefit, are means-tested. Whether you qualify and how much you get depends on your income and savings. If you qualify for a means-tested benefit this can make you eligible for other concessions, such as help with health costs, and grants and loans from the Social Fund.

Most people born before 6 January 1951 are eligible for a Winter Fuel Payment in 2011/12 to help with their heating costs – this is non-means-tested. Read our free guide *Winter wrapped up* for more information about the Winter Fuel Payment and heating grants.

what next?

Contact your local Age UK to arrange a benefits check to identify your entitlements. Read our free guide *More money in your pocket: a guide to claiming benefits for people over pension age*. Visit our website to use the online benefits calculator to check your entitlement – go to www.ageuk.org.uk/benefitscheck

Help with the costs of disability and care

Attendance Allowance (AA) is a benefit paid to people aged 65 or over who have personal care needs or who need ‘watching over’. Personal care includes help with activities such as washing, dressing, going to the toilet or getting around the house. Attendance Allowance is not means-tested, so your savings and income do not affect your eligibility.

There is a similar benefit called Disability Living Allowance (DLA) for people who are under 65. It also includes a mobility component for people who have great difficulty in walking, or can’t walk at all. It has to be claimed before you are 65 but can continue after that age.

If you look after someone who gets Attendance Allowance or Disability Living Allowance, you may be able to boost your income by claiming Carer’s Allowance.

what next?

See our free guides *More money in your pocket: a guide to claiming benefits for people over pension age* and *Claiming benefits: a guide for people of working age*, to find out more. These guides also include information on how to complete the forms for Attendance Allowance and Disability Living Allowance.

Help with health costs

Everyone aged 60 or over in England, and everyone in Wales, Scotland and Northern Ireland is eligible for free NHS prescriptions. You can also get a free NHS sight test when you reach 60. In Scotland, everyone is eligible for one, regardless of age.

If you get the Guarantee Credit part of Pension Credit, you will qualify for free prescriptions, free dental treatment, sight tests, a voucher for the cost of glasses and contact lenses, free wigs and fabric supports, and help with travel costs to hospital. If you don't get Guarantee Credit, but have a low income and savings, you may get some help through the NHS Low Income Scheme. There may be other ways of getting help if you have certain medical conditions.

what next?

For more information about the NHS Low Income Scheme, see our free factsheet *Help with health costs* or call Help with Health Costs on 0845 850 1166. You can also visit www.nhs.uk/healthcosts (in Wales, visit www.wales.nhs.uk; in Scotland, visit www.scotland.gov.uk; in Northern Ireland, visit www.nidirect.gov.uk).

Changing your gas and electricity supplier

As we all know, energy costs have risen sharply in recent years. However, you may be able to save some money by changing your energy supplier. Prices are not the only reason to switch. Check which energy suppliers offer special discounts such as dual-fuel discounts, or other services such as cheaper telephone charges. Energy suppliers have social tariffs available on request that may offer good savings. Some suppliers have qualifying criteria. Ask your current supplier about their best offer before thinking about switching.

what next?

See our free guide *Save energy, pay less* for more information. Consumer Focus, the Government's consumer organisation, provides information on its website about how to choose and change energy suppliers (see page 33; this does not apply to Northern Ireland). It also has details of price comparison websites that follow the Consumer Focus Confidence Code. The Age UK Group has an association with E.ON, which offers an Age UK energy tariff. For more information, call E.ON on 0800 015 6784.



Cutting the cost of heating your home

There are other ways that you can save money on your energy bills without switching supplier. Improving the energy efficiency of your home means that you will use less energy heating it, resulting in lower bills.

- Check that your home's thermal insulation is up to date – do you have suitable insulation and draught-proofing? If it has been a while since your loft was insulated, it may need topping up.
- If you're buying a new refrigerator or freezer, think about getting one recommended by the Energy Saving Trust. They have an energy label rating of A+ or A++ and are cheaper to run.
- Low-energy light bulbs use less electricity but produce the same amount of light.
- Only heat the rooms you use and keep the thermostat set to the right level.

You may be eligible for a grant to insulate your home and make it more energy efficient. There may be a waiting list to get the work done and certain eligibility criteria and means-testing may apply. Contact Warm Front in England – similar schemes operate in Wales, Scotland and Northern Ireland (see page 37). If you're eligible, a surveyor will measure the energy efficiency of your home and make recommendations about suitable improvements.



what next?

Ask your energy supplier whether they can help with home insulation or provide energy-efficiency advice. The Energy Saving Trust provides information and tips on how to reduce your energy use (see page 34).

Housing options

Moving to a smaller property can be one way to reduce your cost of living. It is a big step, so take your time to think it over and get expert legal and financial advice first. Remember that the cost of moving and setting up a new home can be expensive. See our free guide *Housing options* to find out more.


Equity release is a way to release cash from your home without having to move. You borrow money against the value of your home, but pay nothing back until the debt is repaid from the sale of your home – either after your death or if you go into a care home. Alternatively, you can raise money by selling your home, or part of it, but continue to live in it until you die or go into a care home. Equity release is a big decision and isn't suitable for everyone. See our free leaflet *Equity release* to find out more.

what next?

Get financial advice from an equity release specialist if you're considering equity release. Find one from www.unbiased.co.uk, www.thepfs.org.uk or the Society of Later Life Advisers (see page 36). The Age UK Group offers access to the Age UK Equity Release Advice Service provided by Just Retirement Solutions Limited.* Call Just Retirement Solutions on 0845 600 9276 to find out more.

*Age UK Enterprises Limited receives commission from Just Retirement Solutions Limited of up to 1.5 per cent of the amount advanced under each equity release plan sold, plus a contribution towards marketing support. Your local trading Age UK receives up to 30 per cent of the commission that Age UK Enterprises Limited receives for each equity release plan sold (i.e. up to 0.45 per cent of the amount advanced). Surplus net profits raised by Age UK Enterprises Limited from commission are donated to Age UK.

‘Although I was used to looking for the best-value suppliers for my company, I’d never really done the same at home.’



John, 70, retired from his own small business three years ago.

‘My wife Gill and I made sure that we were reasonably well provided for in our retirement, but we still like to check we’re using our money smartly.’

‘It’s funny but, although I was used to looking for the best-value suppliers for my company, I’d never really done the same at home. It’s partly habit, I suppose – for most of my life there was only one place to get your power or phone services. It was only after I retired that I looked into whether I was getting the best deal.’

‘We changed gas and electricity suppliers, but not just for the sake of it. Our current phone company seemed best for us, so we stayed with them.’

‘I had a few different jobs before I set up on my own. When I looked into it I found that I had a small works pension due to me from one of them. It’s not a huge amount but it’s worth having. I felt a bit silly asking at first, as I’d mislaid the paperwork, but I’m glad I did.’

‘Gill wants me to start trading on internet auctions. She’s probably dropping a hint about my football programmes. I might give it a go: I enjoyed being in business and it might be quite good fun.’



Water meters

If you have a big home with few occupants, you may save money by installing a water meter. They are usually installed free for domestic customers, but water companies can refuse to fit a meter if it is too expensive or difficult.

i In Scotland, Scottish Water charges survey fees of £85.60 and any installation costs, but the water meter itself is free.

It may be beneficial to switch to a meter if:

- you use very little water
- your property has a high rateable value
- you want to control how much water you pay for.

what next?

See our free factsheet *Water advice* for more information. Websites such as www.buy.co.uk and www.uswitch.com can help you estimate whether a meter would help you cut down on your bills.

Changing your telephone service provider

You may also be able to save money by changing your telephone service provider. Look at the costs of the line rental, calls and connection charges, and check what discounts are available, how many calls you can make for free and what type they are – international, national, local. There are also deals that include broadband internet access.

Check the bill payment options. Companies increasingly offer cheaper tariffs or discounts if you pay by direct debit.

If you change provider, the new contract will often be for 12 months but there should always be a ‘cooling-off’ period, during which you have the right to change your mind.

what next?

Ofcom produces guides on price comparison and the different telephone service providers (see page 36).

Cutting the cost of travel

Older people are entitled to concessions or free travel on local public transport. You are eligible if you are over 60 in

- i** Northern Ireland, Scotland and Wales, or once you reach women's State Pension age (regardless of whether you are male or female) in England.
 - In England you are entitled to free off-peak bus travel on local buses anywhere in England. If you live in London, you can apply for a Freedom Pass, which entitles you to free travel at any time of day on the tube, bus, tram and DLR.
- i** • In Northern Ireland you can get a pass offering free travel on buses and trains in Northern Ireland.
- i** • In Scotland you are entitled to free local bus and long-distance coach travel.
- i** • In Wales you can get a pass offering free local bus travel. You can also use it on some long-distance services. The Welsh Assembly Government is currently operating a concessionary fares rail pilot scheme, so if you have a bus pass you may also be eligible for free train travel on certain services (see page 38).

Contact your local council for details of concessions or free travel in your area and how to apply.

If you are over 60 and travel by train, you can buy a Senior Railcard. The savings you will make may outweigh the cost of the card in only one or two trips, depending on the length of the journey. Further information about the Senior Railcard is available from main railway stations, or by visiting the website at www.senior-railcard.co.uk

Concessionary fares are also available for coach travel. You may qualify for a discount on the cost of your ticket by showing your local authority travel pass. However, the government is removing funding for this scheme from 31 October 2011. You can still use it if you book by 31 October 2011 for journeys before 31 August 2012. Contact the coach company to see if they offer any other discounts.

**what
next?**

See our free factsheet *Public transport and concessions* for more information.

Television licence concessions

TV licences are free for households with a person aged 75 or over. People who are registered blind can get a 50 per cent reduction. There is also a £7.50 concessionary licence for people who live in a care home or in certain sheltered housing schemes.

**what
next?**

Contact TV Licensing for further details on TV licence concessions (see page 37).

Education and leisure

Taking part in your favourite activities doesn't have to be expensive. Here are some suggestions.

- If you want to learn a new skill or follow up an interest, remember that people over pension age generally get concessions for the cost of adult education classes and leisure facilities. Check your local colleges, libraries and education authority for what is available.
- Reduced-price tickets are often available to older people for the theatre, concerts and at galleries and other attractions. Ask your local venues or mention that you are over pension age when you make a booking.
- Businesses are not obliged to offer discounts to older people but many do, particularly at less busy times. Hairdressers, restaurants and pubs may all have special deals. Keep an eye out for discounts and offers and don't be afraid to ask.

**what
next?**

See our free guide *Leisure and learning* for more ideas about hobbies and activities.

Are you paying the right tax?

Your personal Income Tax allowance (the income you are allowed before paying any tax) increases when you reach 65 and again at 75, although this extra allowance can be reduced if your income is above a certain level. State Pension is paid with no tax deducted but it is taxable. Any tax due on it will be collected from your other income sources or through the self-assessment system.

You are allotted a tax code so that your pension provider or other source of income knows how much tax to deduct. There is no guarantee that it will be right, particularly if you have more than one pension. Check that you are getting the correct allowance and that you have the right tax code. Use the tax calculator on the Age UK website by visiting www.ageuk.org.uk/taxcalculator. Find your local Tax Enquiry Centre in your local phone book or by visiting the website for HM Revenue and Customs (see page 34).

Make sure you are not paying any more tax than you have to. A financial adviser may help you arrange your financial affairs to minimise your tax liability. Interest on savings is usually paid with tax deducted from it, but can be paid without the deduction if you are not a taxpayer. Ask your bank or building society for a form. If you have overpaid tax, you can reclaim the overpayment for up to six years.

what next?

See our free *Tax guide* for more information. TaxHelp for Older People (TOP) provides tax advice for older people who are not able to afford to pay for a specialist adviser (see page 37).

Personal budget worksheets

Household income

Make sure that all your amounts are either weekly or monthly. Do not mix the two. Choose the one that suits you best.

£ (weekly/monthly)

Wages – you

.....

Wages – your partner

.....

Pension Credit

.....

State Pension – you

.....

State Pension – your partner

.....

Occupational pension – you

.....

Occupational pension –
your partner

.....

Personal pension – you

.....

Personal pension – your partner

.....

Carer's Allowance

.....

Disability Living Allowance

.....

Attendance Allowance

.....

Other social security benefits

.....

Non-dependant contributions
(e.g. relative, lodger)

.....

Investment income

.....

Other

.....

Total income

.....

Household expenses

£ (weekly/monthly)

Rent (minus Housing Benefit)

Mortgage

Second mortgage

Council Tax (minus Council
Tax Benefit and discounts)

Water charge

Ground rent

Service charges

Life insurance

Building/contents insurance

TV rental and licence

Telephone/broadband

Electricity and gas

Clothing

Housekeeping

Home repairs

Transport/car running
and maintenance costs

Entertainment

Christmas/holiday expenses

Other expenses

Total expenses

Balance

Your net assets

	Assets	Value (£)	Amount owing (£)
House value			
Car			
Savings – you			
Savings – your partner			
Other investments			
Life insurance			
Jewellery			
Other			
Total			

Calculation

Total value of assets – total amount owing = net assets

Credit/debt/arrears

	Balance outstanding	Current repayments	Payment offer
Priority debts			
Mortgage arrears			
Loan secured on your home			
Rent arrears			
Council Tax arrears			
Water rates arrears			
Gas and electricity arrears			
Other			
Total			
Non-priority debts			
Credit card 1			
Credit card 2			
Credit card 3			
Store card			
Non-secured loan			
Bank overdraft			
Catalogue			
Other			
Total			

Even if you have a reasonable income from your pensions and other investments, it still makes sense to review your outgoings.



Useful organisations

Age UK

Age UK is the new force combining Age Concern and Help the Aged. We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 169 65 65
www.ageuk.org.uk

Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

In Wales, contact

Age Cymru: 0800 169 65 65
www.agecymru.org.uk

In Northern Ireland, contact

Age NI: 0808 808 7575
www.ageni.org

In Scotland, contact

Age Scotland: 0845 125 9732
www.agescotland.org.uk

Advice NI

Provides free advice about managing your money and bills for people in Northern Ireland.

1 Rushfield Avenue
Belfast BT7 3FP

Tel: 028 9064 5919

Email: info@adviceni.net

www.adviceni.net/Advice/freemoney.cfm

Association of British Insurers

Provides information on insurance cover, including a leaflet specifically for older motorists.

Tel: 020 7600 3333

www.abi.org.uk

British Bankers' Association

The leading trade association in the UK financial services industry. Includes an account-tracing scheme.

Tel: 020 7216 8800

www.bba.org.uk

Building Societies Association

The trade association for all the UK's building societies. Includes an account-tracing scheme.

Tel: 020 7520 5900

www.bsa.org.uk

www.mylostaccount.org.uk (to trace a lost account)

Citizens Advice

National network of free advice centres offering free, confidential and independent advice, face to face or by telephone.

Tel: 020 7833 2181

(for details of your local Citizens Advice Bureau)

www.citizensadvice.org.uk (for local CAB details)

www.adviceguide.org.uk (for online information)

In Scotland, go to www.cas.org.uk

Consumer Credit Counselling Service

A charity giving debt-counselling sessions (lasting about two hours) in person or by phone.

Tel: 0800 138 1111

www.cccs.co.uk

Consumer Direct

A consumer advice and complaints service.

Tel: 08454 04 05 06

(08454 04 05 05 for a Welsh-speaking adviser)

Visit the 'Government, citizens and rights' section of the Directgov website www.direct.gov.uk

Consumer Focus

Champions consumer interests and provides information on the website.

Tel: 020 7799 7900

www.consumerfocus.org.uk

Energy Saving Trust

Provides information on how to make your home more energy efficient.

Tel: 0800 512 012

www.energysavingtrust.org.uk

Financial Services Authority (FSA)

Regulates financial services, including credit unions. Contact them to find out whether there is a credit union in your area.

Tel: 0845 606 1234

www.fsa.gov.uk

In Northern Ireland, contact the **Registry of Credit Unions and Industrial & Provident Societies**

Tel: 028 9052 9544

www.detini.gov.uk/deti-registry-index.htm

Financial Services Compensation Scheme (FSCS)

Statutory compensation scheme for customers of UK-regulated financial services firms.

Tel: 0800 678 1100

Email: enquiries@fscs.org.uk

www.fscs.org.uk

HM Revenue and Customs (HMRC)

For more information about taxes, contact your nearest HMRC enquiry centre – you should be able to find contact details in your local phone book or on their website.

www.hmrc.gov.uk

Home Heat Helpline

Provides advice for people having difficulty paying their fuel bills. It offers advice on cheaper payment schemes, grants for insulating homes, how to get on to the Priority Services Register for extra services and information on extra government benefits.

Tel: 0800 33 66 99
www.homeheathelpline.org.uk

Money Advice Scotland

Provides details of advice agencies throughout Scotland that provide a free, independent, impartial and confidential advice service.

Tel: 0141 572 0237
Email: info@moneyadvicescotland.org.uk
www.moneyadvicescotland.org.uk

Money Advice Service

Provides impartial information and guidance to help you manage your money. It produces a wide range of materials on finance-related matters. It also provides tailored advice, over the phone or face to face.

Tel: 0300 500 5000
www.moneyadviceservice.org.uk

National Debtline

A national helpline and website for people with debts, giving self-help advice, counselling and support over the telephone. Sends out free information packs.

Tel: 0808 808 4000 (free call)
www.nationaldebtline.co.uk

NHS Choices

Provides information about health conditions, treatments and services.

www.nhs.uk

In Wales, visit www.wales.nhs.uk

In Scotland, visit www.nhsinform.co.uk

Ofcom (Office of Communications)

The independent regulator and competition authority for the UK communications industries.

Tel: 0300 123 3333

Textphone: 0300 123 2024

<http://consumers.ofcom.org.uk>

Pension Tracing Service

If you think you may have an old pension, perhaps from a former employer, but are unsure, the Pension Tracing Service can usually trace it for you.

Tel: 0845 6002 537

Textphone: 0845 3000 169

www.direct.gov.uk/pensions

Society of Later Life Advisers

Helps you find a financial adviser who understands the financial needs of older people. Search online for a local adviser.

Tel: 0845 303 2909

www.societyoflaterlifeadvisers.co.uk

TaxHelp for Older People (TOP)

An independent free tax advice service for older people on low incomes.

Tel: 0845 601 3321

Email: taxvol@taxvol.org.uk

www.taxvol.org.uk

TV Licensing

Tel: 0844 800 6790

Textphone: 0844 800 6778

www.tvlicensing.co.uk

Warm Front

Scheme offering heating and insulation grants in England, run by Carillion Energy Services on behalf of the Government.

Tel: 0800 316 2805

Textphone: 0800 072 0156

Email: enquiry@carillionplc.com

www.warmfront.co.uk

In Wales, contact **Nest**

Tel: 0800 512 012

or 0300 456 2655 (free from a mobile phone)

www.nestwales.org.uk

In Scotland, contact the **Energy Assistance Package**

Tel: 0800 512 012

www.energysavingtrust.org.uk/scotland

In Northern Ireland, contact **Warm Homes**

Tel: 0800 988 0559

www.warm-homes.com

Welsh Assembly Government

The devolved government for Wales. Currently operating a pilot scheme for concessionary rail travel for over-60s in certain areas.

Tel: 0300 060 3300 (English) 0300 060 4400 (Welsh)

Email: wag-en@mailuk.custhelp.com

www.wales.gov.uk

Winter Fuel Payment helpline

For information and application forms to claim the payment.

Tel: 0845 915 1515

Textphone: 0800 169 0133

www.direct.gov.uk/winterfuel

Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: Age UK, FREEPOST LON13041, PO Box 203, London N1 9BR. Alternatively, you can phone 0800 169 80 80 or visit www.ageuk.org.uk/donate. Thank you.

Personal details

Title:	Initials:	Surname:
Address:		
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By providing your email address and/or mobile number you are agreeing to us contacting you in these ways. You may contact us at any time to unsubscribe from our communications.

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I would like to make a gift of: £

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 Maestro American Express

(Maestro only)

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Expiry date	<input type="text"/>	/	<input type="text"/>	Issue no. (Maestro only)	<input type="text"/>	

Gift Aid declaration

(please tick) Yes, I want Age UK and its partner organisations* to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as gift aid donations. I confirm I pay an amount of income tax and/or capital gains tax at least equal to the tax that the charity will reclaim on my donations in the tax year. Date: ___/___/___ (please complete). *Age Cymru, Age Scotland and Age NI



We will use the information you have supplied to communicate with you in line with Data Protection guidelines. Age UK (registered charity no 1128267) comprises the Charity, its group of companies and national partners (Age Cymru, Age Scotland and Age NI). If you would prefer not to hear from them or carefully selected third parties, let us know by phoning 0800 107 8977.

You may be interested in other guides in this range

- *Avoiding scams*
- *Can I afford to retire?*
- *Claiming benefits: a guide for people of working age*
- *Equity release*
- *Help with legal advice*
- *How to be an executor*
- *Lesbian, gay or bisexual*
- *Looking after someone else's affairs*
- *Money matters*
- *More money in your pocket: a guide to claiming benefits for people over pension age*
- *Powers of attorney*
- *Save energy, pay less*
- *Tax guide*
- *Tracing lost money*
- *When someone dies*
- *Wills and estate planning*
- *Your consumer rights*



To order any of our **free** publications, please call Age UK Advice free on:

0800 169 65 65

www.ageuk.org.uk/moneymatters

What should I do now?

For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit **www.ageuk.org.uk/moneymatters**

Our publications are also available in large print and audio formats.

The following Age UK information guides may be useful:

- *Money matters*
- *Tax guide*
- *Tracing lost money*

The Age UK Group offers a wide range of products and services specially designed for people in later life. For more information, please call **0800 169 18 19**.

If contact details for your local Age UK are not in the box below, call Age UK Advice free on **0800 169 65 65**.

