



Here to advise

The Age UK Advice Line provides expert information, advice and support to older people and the people in their lives, 365 days a year.
If you need us, we're here to help.



Expert information & advice when you need it most

The Age UK Advice Line is a national telephone information and advice service for older people and all those who care about them.

We understand that getting older can come with its challenges. Our caring, knowledgeable advisers can provide information, advice and support to help you better deal with these challenges

Sometimes people might want to know about services in their local area. We'll be happy to find these details for you.

Other callers may need an in-depth chat with one of our trained experts to help them understand their options.

Whatever the situation, we're here to help.

“Without the Advice Line I wouldn't have had a chance of getting Attendance Allowance. I never thought in a million years I'd get it. I've bought myself a mobility scooter which has changed everything”.

Jeanette, 73, who uses our Advice Line



How we can help

Our specially trained advisers can:

- identify the benefits someone might be entitled to, and explain how to apply for them
- help callers understand their options when it comes to care
- link callers up to local groups and services
- send out free information guides on a wide range of topics
- identify and refer to other local and national services, such as our Telephone Friendship Service and The Silver Line helpline.

Calls are always free

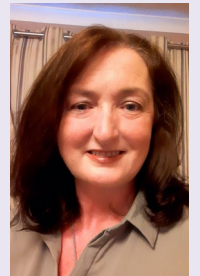
It's always free to call us, whether from a landline or a mobile phone. All costs of calls are covered by Age UK, thanks to the generosity of our supporters.

Calls are always confidential

Whatever your situation, you can trust us to respect your privacy. We only record calls for training, quality, and safeguarding purposes.

“Age UK's a safe place for people to turn to for advice or support, without judgement. I'm incredibly proud to be part of a charity that empowers its clientele. I've lost count of the number of times older, isolated callers have told me the highlight of their week is a call from the Telephone Friendship Service”.

Lynette, Age UK adviser



We don't just take calls from older people. If you're a friend, family member, neighbour or professional working with older people and you need some information or advice, we're here for you too.



**Call us free on 0800 169 65 65
(8am-7pm, 365 days a year)**



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Get in touch

Need advice?
We're ready to help you.
0800 169 65 65

**Calls
are free and
confidential.**

We're open 365
days a year, 8am
to 7pm.

You can find out more about the Age UK Advice Line, and get information on a wide range of topics, on our website.

www.ageuk.org.uk

Other services you might find useful

Age UK's Telephone Friendship Service

If you're missing the joys of regular conversation, this service matches over-60s with a friendly volunteer for a weekly chat.

To find out more, visit **www.ageuk.org/telephone-friendship** or call the team on **0800 434 6105**.

Your local Age UK

Local Age UKs offer services and support in the community. There are more than 120 local Age UKs across England, as well as Age Scotland, Age NI and Age Cymru.

To find your local Age UK, visit **www.ageuk.org.uk/inyourarea**

The Silver Line Helpline

The Silver Line Helpline is a free, confidential helpline for older people, available 24 hours a day, 365 days a year. If you need to talk, we're listening.

Please call us on **0800 4 70 80 90**