

Useful contacts



Help and support with your finances and wellbeing

Worrying about your finances or wellbeing can be really stressful - from struggling to pay your mortgage to needing debt advice, experiencing mental health problems or domestic abuse.

If you need help and support, speak to a member of our friendly team as soon as possible, so we are in the best position to offer aid and guidance. In addition, there are several free agencies available who offer advice, knowledge and support when it comes to your finances and wellbeing.

Speak to our friendly Financial Support Team if you're struggling to pay your mortgage:

Telephone: 0808 168 8570 or visit your local branch.

Email: financialsupport@leekbs.co.uk

Address: 50 St. Edward Street, Leek Staffordshire ST13 5DL

Free Advice Agencies to consider if you're struggling to pay your mortgage or have financial difficulties:

Organisation	Description	Contact Number	Website
Money Helper	Free impartial advice, over the phone or online which could help you to keep on track of your finances and plan ahead.	0800 138 7777	moneyhelper.org.uk
Citizens Advice	Free, confidential, help and support for legal, money or other related issues.	0344 411 1444	citizensadvice.org.uk
Shelter	Advice and legal support for those struggling with housing issues or homelessness.	0808 800 4444	shelter.org.uk
National Homelessness Advice Service (NHAS)	Advice and support for those struggling with housing issues.		nhas.org.uk

StepChange	Free independent advice for those experiencing debt challenges.	0800 138 1111	stepchange.org
National Debtline	Free independent advice for those experiencing debt challenges.	0808 808 4000	nationaldebtline.org
Business Debtline	Free debt advice to small businesses and the self-employed.	0800 197 6026	businessdebtline.org
PayPlan	Free debt help and advice which includes debt management plans, IVAs, Trust Deeds and bankruptcy.	0800 280 2816	payplan.com
Pension Wise	Free and impartial government guidance about your defined contribution pension options.	0800 138 3944	pensionwise.gov.uk
Pension Advisory Service	Free independent and impartial information and guidance about pensions.	0800 0113797	pensionsadvisoryservice.org.uk
Turn2us	A national charity that provides information on benefit entitlements and grants.		turn2us.org.uk
Christians Against Poverty	Offers you help with debt counselling.	0800 628 0006	capuk.org
Job Centre Guide	Government support for those in need of employment. They also offer help on benefit claims and job hunting programmes.		jobcentreguide.co.uk

Free Advice Agencies to consider if you're struggling to with your mental health or wellbeing:

Macmillan Cancer Support	Advice and support for those who become ill with cancer. They offer a range of advice services covering pensions, mortgages, insurance and benefits.	0808 808 0000	macmillan.org.uk/cancer-information-and-support/impacts-of-cancer/money-finance-and-insurance
Mind	Advice and support for anyone experiencing a mental health problem. This can be offered over the phone or online.	0300 123 3393	mind.org.uk
YoungMinds	Support for children and young adults who are struggling with their mental health.	0808 8025544	youngminds.org.uk
NHS	Online advice for those struggling with their mental health and wellbeing.		nhs.uk/conditions/stress-anxiety-depression/
Samaritans	Providing emotional support to those who are struggling to cope. Advice available over the phone or online.	116 123	samaritans.org
Gov Domestic Abuse	Support and advice for those suffering with domestic abuse.	0808 200 0247	gov.uk/guidance/domestic-abuse-how-to-get-help/

If you require this information in a different format, please ask a member of staff.

Branches throughout Staffordshire, Cheshire, Shropshire and Derbyshire.

Leek Building Society is a trading name of Leek United Building Society, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority with firm reference number 100014. Our details can be found on the Financial Services Register at <https://register.fca.org.uk/s/>. Leek United Building Society's address for service is 50 St. Edward Street, Leek, Staffordshire ST13 5DL.