



Citizens Advice Bureaux continue use of 0844 telephone numbers

In 2014, Citizens Advice (the national body for Citizens Advice Bureaux) received government funding to enable it to switch its services from 0844 to 03 numbers.

It's national service numbers were duly switched, however many of the individual Bureaux (each of which is an independent charity) failed to use this funding and continued to impose a "Service Charge" of 7p per minute on callers, by continuing to use of 0844 telephone numbers for some or all of their services.

In addition to this Service Charge, callers also incur an "Access Charge", set by their own telephone company (to its exclusive benefit). For calls from landlines this is typically around 11p per minute, from mobiles it is up to 55p per minute, giving a **total call cost of up to 62p per minute**.

The previous government (partly due to pressure from the **fair telecoms campaign**) helped Citizens Advice Bureaux out of an improper funding mess they got themselves into many years ago. It is therefore a total disgrace that they continue to rip-off their clients, who only come to them in times of need – often under considerable financial pressure.

The list which follows shows one example from the Citizens Advice website for each 0844 number found given there at the date of this release. In many cases these numbers are shared by multiple bureaux and therefore cover far more clients than is implied by there being only one bureau given for each of the 22 numbers.

0844 499 4715	South Tyneside Citizens Advice
0844 499 4137	North East Doncaster (Thorne) Citizens Advice Bureau
0844 493 0012	Advice Line (landline callers) Bootle
0844 826 9320	Citizens Advice Bury District
0844 826 9695	Salford City Citizens Advice
0844 826 9800	Marple Citizens Advice
0844 375 2712	Derbyshire Districts (Buxton) Citizens Advice
0844 499 1193	Citizens Advice Broxtowe (Beeston Council office)
0844 848 7997	Nottingham & District Citizens Advice
0844 855 2322	Warwick District Citizens Advice
0844 855 2122	Central and East Northamptonshire Citizens Advice (Wellingborough)
0844 826 9685	Herefordshire (Hereford) Citizens Advice
0844 499 4124	CAB in Swale-Sheppey
0844 499 4125	Citizens Advice in Swale - Faversham
0844 499 1195	Telephone advice - Hackney
0844 826 9699	Telephone advice - Tower Hamlets
0844 826 9691	Lewisham Money Advice Service
0844 477 1611	Westminster CAB
0844 826 9708	Chelsea Citizens Advice
0844 499 4128	Canterbury Citizens Advice
0844 499 4114	Swindon Citizens Advice
0844 245 1291	Sherborne Citizens Advice