



**Isle of Man
Government**
Reiltys Ellan Vannin

Isle of Man Office of Fair Trading

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How to Access OFT Consumer Advice and Debt Counselling Services

The OFT would like to remind the public that, whilst it's office is now based at Thie Slieau Whallian, St Johns, appointments for its Consumer Advice and Debt Counselling services are still available in Douglas.

Appointments, which should be booked in advance, can be arranged for St Johns on most weekdays, or for Murray House, Mount Havelock, Douglas on Tuesdays and Thursdays. Contact details remain unchanged - Consumer Advice 686500, email iomfairtrading@gov.im and Debt Counselling 686510, email debt@gov.im

Consumer Advice can be offered on a wide range of subjects, from knowing your rights in buying goods, to dealing with your landlord.

Our debt counselling service helps consumers in dealing with a range of financial issues. Examples include helping tackle rent and utility arrears to avoid eviction or disconnection. We have also helped individuals negotiate with their credit cards, personal loans and catalogue debts to make lower payments, enabling them to regain control of their household expenses and priorities. Many of our clients have struggled with their finances for a number of years. Working through our debt management programme can help find a way forward in dealing with the debts, so people can carry on with normal life.

Through simply talking to our free and confidential service, we help a wide range of people. We also have useful links with other organisations such as the Isle of Man Food Bank, Salvation Army, Royal British Legion, and SSAFA Armed Forces Charity.

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Contacts for further information/interview:

David Oldfield, Trading Standards Officer on 686500

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