

Giving advice to clients with mental illness.



Capitalise is a London-wide partnership of organisations funded by the Money Advice Service



Registered Charity No 211850

This resource is designed to accompany the video:
Giving advice to clients with mental illness.



Allow clients more time



Provide a choice of communication channels



Ask the client what time of day is best to contact them



Allow them to use an advocate if they wish

What can creditors do to help debt clients with mental health conditions?

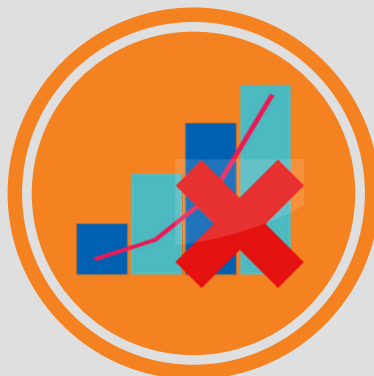
Agree nil payments



Agree token payments



Write off the debt



Freeze interest and charges

