Press release

For immediate release

Citizens Advice in Tandridge announce emergency changes to services

Citizens Advice in Caterham and in Oxted cover the Tandridge District between them. They have announced that face-to-face advice services will be suspended for the foreseeable future from 18th March 2020.

People who have already booked appointments should not attend but can email our offices if they have not already been contacted.

Caterham & Warlingham Citizens Advice: office@caterham.cabnet.org.uk
Oxted & District Citizens Advice: advisers@oxted.cabnet.org.uk

There are a number of ways people can continue to get advice during this time.

- Information & advice on our website: www.citizensadvice.org.uk

- General advice will be given via our Adviceline which people can reach by calling 03444 111 444. This is open Monday to Friday from 10am to 4pm.

- General advice can be given via email: advisers@oxted.cabnet.org.uk or office@caterham.cabnet.org.uk. Please remember to include your postcode and a contact number. The email address is monitored weekdays.

- People can webchat online to an adviser by visiting our website at citizensadvice.org.uk/contact-us.

- People looking for advice on consumer issues (e.g. issues related to products or services you've purchased) can contact the Citizens Advice consumer helpline on 0808 223 1133 or chat online to an advisor on our website.

- Anyone seeking to make a new claim for **Universal Credit** should call the Universal Credit Help to Claim line on 0800 1448444.

Waiting times for these services may be slightly longer than usual as we adapt to our new patterns of working.

Catherine Wyncoll, Manager of Citizens Advice Oxted & District, said:

“Citizens Advice is here to give people the knowledge and confidence they need to find their way forward in these difficult times. You can find frequently updated advice on a range of issues related to the Coronavirus (Covid-19) outbreak at citizensadvice.org.uk/coronavirus.

Sarah Henki-Monti, Manager of Caterham & Warlingham Citizens Advice went on to say:

“We have taken the decision to suspend face-to-face services for the foreseeable future in response to the government’s latest guidelines.

“We’ll continue to offer advice over the telephone on our Adviceline. People looking for advice can also chat to an adviser online at the Citizens Advice website.

“We are looking into other ways in which we can help people to get the advice that they need during this period.”

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For more information contact:

Sarah Henki-Monti

office@caterham.cabnet.org.uk

Catherine Wyncoll

manager@oxted.cabnet.org.uk