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Need some more help?

We've brought together lots of information about our products and services, help and support, news, advice, information – and much more – all in one place, at bt.com/includingyou

The Including You website is fully accessible and you can alter font sizes and background colour to suit your needs. It's compatible with Browsealoud – which reads web pages aloud and highlights each word as it's spoken – useful if you need help reading or seeing a computer screen. Many pages also have information in British Sign Language (BSL).

Or call **0800 800 150** and ask us to send you a copy. If you prefer information in large print, audio (CD) or Braille, go to bt.com/mediatypes



The Silver Line is a UK-wide charity, 24 hours a day Freephone helpline for older people. The Silver Line connects individuals to local services and activities, offers a befriending service to combat loneliness and in the same way that ChildLine helps children, it supports older people who are experiencing abuse or neglect and makes sure they are protected. BT has been proud to support The Silver Line from its start.

thesilverline.org.uk

Free and confidential money and debt advice

There are a few different organisations who can provide free debt advice and support over the phone and online;

- National Debtline on **0808 808 4000** or go to nationaldebtline.org
- StepChange Debt Charity on **0800 138 1111** or use the remedy debt tool at stepchange.org

For self-help debt advice use the interactive online advice service at mymoneysteps.org

You can also get face-to-face advice from organisations like your local Citizens Advice Bureau, by going to citizensadvice.org.uk
Local Age UK centres are also there to help older people.

Age UK have a 'money matters' section on their website, which offers a lot of good advice, from how to claim benefits, to advice on debt. Visit ageuk.org.uk or call on **0800 169 6565** to find out more.

Available in other formats including
Braille, large print or audio CD.
Please go to bt.com/mediatypes
or call 0800 800 150



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