

## Welcome to MABS

We are the free, independent and confidential Money Advice and Budgeting Service.

## Our commitment to you

- To give efficient, caring and quality advice, information and support on money matters
- To help you deal with any immediate debt problems and manage your money on your own in the future
- To work for you only with your permission and to do this independently, without influence from any person or company
- To keep your information private and only pass it to people outside MABS **with your permission**
- To help you to help yourself by supporting you in making your own decisions
- To avoid judging you
- To make our service as accessible, and approachable as possible

## As our client, you are entitled to a service that ...

- is free;
- listens to you;
- treats you politely, fairly and with respect;
- gives clear advice and support without undue delay;
- offers appointments for discussing personal debts ;
- provides support suited to your needs;
- respects different cultural and ethnic backgrounds; and
- is available at your local MABS office, unless another MABS office is more suitable.

## Help us to help you

We want to provide the best service possible and welcome all comments – good or bad – about our service. You can tell us what you think by filling in one of our comment cards, which are available in all MABS offices.

We aim to work with you to help you explore your options. In return, please:

- respect the management and staff of MABS; and
- remember that, ultimately, you make all choices about your finances and are responsible for them.