

Citizens Advice - WHAT TO BRING WHEN YOU VISIT US

When you visit us, it's important that the Adviser you speak to has as much information about your case as possible. If you don't bring the necessary paperwork with you, you may have to come back another time. This means it could take you longer to get the help you need and sometimes it's important to get help as soon as possible because you may only have a short amount of time to take certain action.

These pages give you an idea of the kind of information it's useful to bring with you. If you haven't got everything that's shown, don't worry - bring as much as you can find. Citizens Advice North East Suffolk

Debt and money problems

(You may also find it useful to refer to our Debt Pack documents in the Useful Downloads section of our Advice pages on our website; www.nesuffolkcab.org.uk)

- details of your household income
- bank statement - latest copy
- copy of any court papers
- copy of any correspondence you have received that is urgent - e.g. letters from bailiffs.

Problems with benefits

- any letters from government departments, such as the Department for Work and Pensions (DWP) e.g. Jobcentre Plus, Pension Service, or the local authority relating to the issue
- decision letters that you are not happy with or wish to challenge - this is essential
- your national insurance number
- proof of your income - wage slips, benefit letters, tax credits
- bank statement - latest copy
- details of any savings
- tenancy agreement or mortgage details.

Welfare benefit check

If you would like an Adviser to check that you are receiving all the benefits and tax credits you're entitled to, bring the following information for everyone who lives in your home:

- dates of birth
- if employed or self-employed - number of hours worked
- gross income from employment for the last tax year - April to April - a P60 form will provide this, or if self employed, last year's accounts
- gross income for this year - payslips or estimate if self-employed
- If you are currently receiving benefits, bring all the benefit award letters
- child care costs - details of childcare provider and how much you pay
- investment income - details of investments and latest interest payments. Bank statements may be the best way to show this
- tenancy agreement or current mortgage repayment details
- council tax bill.

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Housing problems

- tenancy agreement, letters from your landlord - if you're renting
- mortgage details - if you have a mortgage
- any court papers
- proof of your income - wage slips, benefit letters, tax credits.
- all correspondence relating to the issue

Employment problems

- copy of your employment contract
- details of any disciplinary, grievance or dismissal issues
- any recent letters from your employer
- copy of employment tribunal applications - if you have made any
- proof of your income - wage slips, benefit letters, tax credits.

Family and personal issues

- any paperwork or letters relating to the issue
- court documents or legal agreements

Consumer problems (for info Citizens Advice Consumer Helpline is 03454 04 05 06)

- full details of the goods or services causing the problem
- copy of any contracts or credit agreements
- any recent letters about the problem
- proof of purchase - such as receipt or credit card slip

Immigration or asylum problems

- all letters from the Home Office
- passport and details of any visas or permits (including work permits)

Other problems

Bring any paperwork, letters or other correspondence relating to the issue.