

**citizens
advice**

**Milton
Keynes**

Our Services

How to get in touch with us

0808 278 7991

www.miltonkeynescab.org.uk



Things have changed

We're a local charity that helps over **8000 people every year in Milton Keynes**. There are lots of ways you can contact us if you need our help. If you haven't used our services for a while, you should know that a **few things have changed** since the pandemic.



The biggest change is that **we don't run a drop-in service** in CMK anymore. **Please don't come to Acorn House** unless we've asked you to visit us. If you turn up at the building and we aren't expecting you, staff and volunteers **won't be able to see you** as they are busy taking phone calls.

How to get in touch



Phone Us - Its free to call, Monday to Friday

- Advisers are available **9:00am - 5:00pm** on **0808 278 7991**
- If you need help with **claiming Universal Credit** call: **0800 144 8 444**
- If you have a **consumer problem**, call: **0808 223 113**

Lots of people need our help and the lines do get busy, so please keep trying.



Video Call - Advisers on screen, Tuesday to Thursday

Access to an adviser on screen in just a couple of clicks, via your phone, tablet or laptop. Go to **www.miltonkeynescab.org.uk** and click on the link at the top of the page to the **Digital Drop In**. Click through to the waiting room and an adviser will **appear on screen** as soon as possible. **Lines open 10:00am - 3:00pm**



E-mail

Visit the website **www.miltonkeynescab.org.uk** and select E-mail Advice from the 'Get Help' menu. Complete the quick contact form and we'll be in touch **within 3 working days**.



SMS

Text the word **ADVICE** to **70020**. An adviser will call you back within **3 working days**. Please note, when we ring you **our number shows as 'withheld'**. When we call you back we'll try to reach you a couple of times but if you don't pick up we have to move on to take other calls..



In Person

Our advisers meet people face to face at over **15 community outreaches** across Milton Keynes. These are often at parish councils, libraries, children's centres and GP surgeries.

You must be a **patient** at one of the medical centres or **living in one of the parishes** to use these services, so please check this first before arranging an appointment.

Opening times and days can vary so for the most up to date information about this, visit the link on our website below:

www.miltonkeynescab.org.uk/get-advice/outreach-locations

