

## Helpful Contact List, Links and Additional Information



- **Abhaile**  
Abhaile is a State-funded scheme to help homeowners find a resolution to their home mortgage arrears. It provides free, confidential, financial and legal advice from independent, qualified and regulated professionals, which can be accessed through MABS.  
Telephone Helpline: **0818 07 2000** (Mon to Fri 9am-8pm)  
[www.mabs.ie](http://www.mabs.ie)
- **Central Bank of Ireland**  
Their public contacts helpline is open Monday to Friday from 9am-6pm  
Telephone: **0818 681 681**  
[www.centralbank.ie/publicinformation](http://www.centralbank.ie/publicinformation)
- **Citizens Information Board**  
The Citizens Information Board gives information, advice and advocacy on a broad range of public and social services including health, unemployment, social welfare and money.  
Telephone: **0818 07 4000**  
[www.citizensinformation.ie](http://www.citizensinformation.ie)
- **Consumer Help Website**  
To know exactly where you stand financially, it is important to have a clear understanding of the words we use. The Competition and Consumer Protection Commission website has a 'jargon buster' section which you may find helpful.  
[www.consumerhelp.ie/jargon-buster](http://www.consumerhelp.ie/jargon-buster)
- **Department of Social Protection**  
You may be eligible for State supports. We recommend you visit the website of the Department of Social Protection which has information in relation to these and any other welfare benefits you may be entitled to.  
Telephone: **Lo Call 071 919 3302**  
[www.welfare.ie](http://www.welfare.ie)
- **Financial Services and Pensions Ombudsman**  
The Financial Services Ombudsman is a statutory officer who deals independently with unresolved complaints from consumers about their individual dealings with all financial service providers.  
  
Financial Services and Pensions Ombudsman  
Lincoln House, Lincoln Place  
Dublin 2, D02 VH29  
Phone: **(01) 567 7000**  
Email: [info@fspoi.ie](mailto:info@fspoi.ie)  
[www.fspoi.ie](http://www.fspoi.ie)

- **Insolvency Service of Ireland (ISI)**

The ISI will provide information on the processes under the Personal Insolvency Act 2012 (as amended).

Telephone: **(01) 764 4200**

Free Text: GETHELP to 50015

[www.backontrack.ie](http://www.backontrack.ie)

- **Money Advice and Budgeting Service (MABS)**

Are you claiming all of the benefits that you are entitled to? There may be additional benefits that you could be entitled to but not currently claiming. With offices nationwide, MABS is a Government agency that offers a free and confidential service covering all areas of personal finance. Their team of professional Money Advisers can help draw up a budget, renegotiate repayments with other lenders and advise you on any benefits that you may be entitled to.

Telephone Helpline: **0818 07 2000** (Mon to Fri 9am-8pm)

[www.mabs.ie](http://www.mabs.ie)

- **Revenue Commissioners**

The Revenue Commissioners website contains information on all tax credits and benefits that you may be entitled to. It also has full details of the various contact numbers for all local centres.

[www.revenue.ie](http://www.revenue.ie)

- **Start Mortgages Arrears Support Unit (ASU)**

If you are concerned you will have difficulty in meeting your next mortgage repayment, or if you already find yourself in arrears, we are here to help.

Call our Arrears Support Unit today on Lo-Call **1800 818 000** or **(01) 209 6300**

Visit our website for all the information contained in this booklet and other helpful information and links:

[www.start.ie](http://www.start.ie)