

# ReferKent



referKent

Welcome!  
Making referrals simple, easy and secure



Strengthening Referrals

referKent



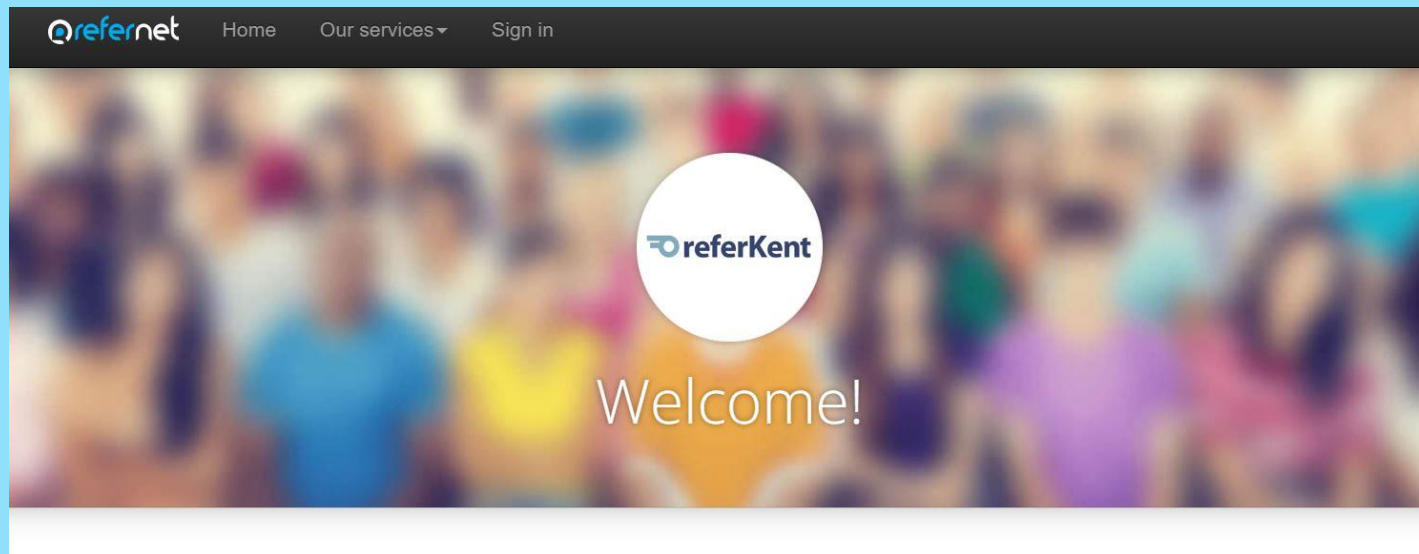
Funded by  
Kent County Council's  
Helping Hands Scheme



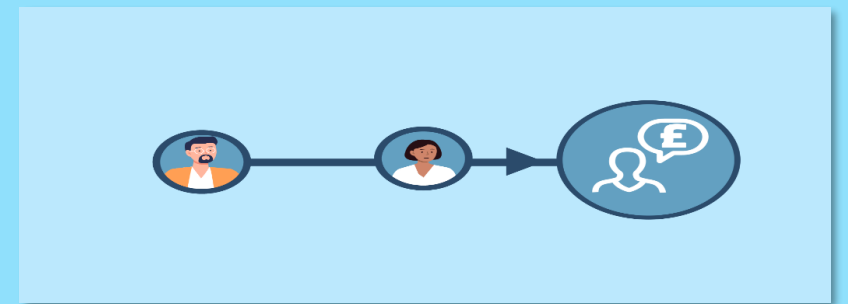
# ReferKent

Making referrals  
safe, easy and  
secure!

Many people seeking support were subjected to signposting, often from one organisation to another. This left them feeling deflated and falling further into hardship. ReferKent takes the pressure off the individual to reach out.



[www.kent.gov.uk/referkent](http://www.kent.gov.uk/referkent)

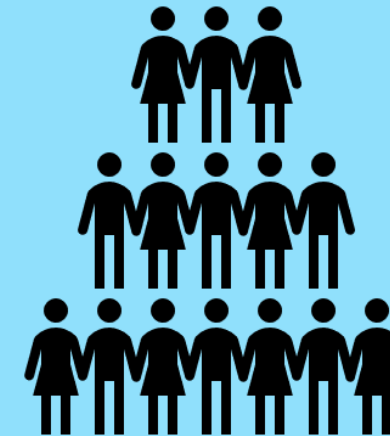
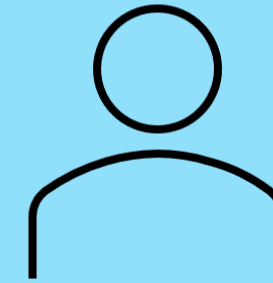


# Primary Users

➤ Can add other own agency users to the system

➤ Can add and edit own agency details

➤ Can view agency activity



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# Web Referral Form

Consent given to capture and store details and to contact using any of the preferred methods \*

Consent to inform the organisations you owe money to of your progress with independent debt advice \*

Yes  No

Creditor Reference Number

## Customer details

First name \*

Last name \*

Phone number \*

Email (optional)

## Security Questions

Security question 1

Please select a security question

Which is your regular supermarket?

What is your favourite movie?

What is your favourite takeaway?

What is your favourite board game?

Online advice tool

Immediate call back

Scheduled call back (Monday to Friday)

Clear

Submit

Optional for Creditor to include a customer ref

Advise that basic customer information about participating in debt advice journey is shared with Creditor if consent given

## Advi

9am - 12pm - Next working day 12-10-2021

12pm - 3pm - Next working day 12-10-2021

9am - 12pm - Day after next working day 13-10-2021

12pm - 3pm - Day after next working day 13-10-2021

9am - 12pm - Next working day 12-10-2021



# Money Adviser Network – customer self referral form

**Money Helper** Cymraeg

## Welcome to the Money Adviser Network

You've done the right thing. You're taking the first step towards getting debt advice. You are one of the millions of people in England\* who benefit from getting advice through the Money Adviser Network.

### What is the Money Adviser Network

Our network brings together some of the country's best known debt advice providers so you can get help straight away.

You won't need to pay for the advice you receive, and speaking to us won't affect your credit record.

### Advice you can trust

The network is run by the Money Advice Service, a UK arm's-length government body that provides free debt advice.

We make sure all the debt advice services in the network hold a standard or membership from the Financial Conduct Authority. Everything you share with us is completely safe and private.

**FCA** FINANCIAL CONDUCT AUTHORITY | **HM Government**

[Get debt advice](#)

## Money Adviser Network

### Your options

#### How would you like to start?

- Start Online**  
Fastest and most convenient way to receive debt advice. We will route you to the website of a debt advice partner in the Money Adviser Network, where you can provide further details of your circumstances to help you understand your options. From there, additional support is available, should you need it.
- Immediate call back**  
Available between 9am and 4pm, we'll call you on the number you provided as soon as you submit this form. You won't be charged for the call.
- Scheduled call back**  
Limited appointments available

Customers can self serve and request an immediate or scheduled call back from a debt adviser

Or can opt to 'self-help via on-line debt advice tools

Suitable for all customer communication channels (Websites, letters text messaging)

# Money Guiders Enrolment Sessions

- **Feeling confident in giving money guidance**
- **20 hours online learning**
- **City and Guilds accreditation**
- **Access to an online hub**
- **Free to access**

Any questions email [referkent@kent.gov.uk](mailto:referkent@kent.gov.uk)

# Q&A

To onboard e-mail: [ReferKent@kent.gov.uk](mailto:ReferKent@kent.gov.uk)  
or click [Join ReferKent as an Agency \(office.com\)](#)