



National advice service for banks and building societies

“Advocacy is so important – when you are fearing homelessness and losing the children. I found a senior person in the bank who advocated on my behalf from within. His advice made a huge difference.”

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What is economic abuse?

Economic abuse involves behaviours (control, exploitation and sabotage) that interfere with a partner's ability to acquire, use and maintain economic resources. In the context of domestic violence, it commonly takes place alongside physical, sexual and psychological abuse.

About the service

This service aims to build the capacity of banks and building societies to respond to victim-survivors of domestic abuse as vulnerable customers. It also provides information to victim-survivors on how they can engage with financial institutions and what these stakeholders can do to support them.

The service provides:

- Helpline for banks and building societies seeking to access expert advice for their work to support customers
- Training for staff working in banks and building societies to better understand and support customers
- Toolkit for banks and building societies to guide their interactions with customers
- Resources for victims of domestic and economic abuse on how they can engage with banks and buildings societies and what the banking industry can do to support them via the Code of Practice.

About SEA

Surviving Economic Abuse (SEA) is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it.

About Money Advice Plus

Money Advice Plus is a specialist Money and Debt Advice Charity, and is the only charity that has a national service dedicated to supporting domestic abuse survivors with their money worries to increase financial stability.

Contact us

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