

Conflict of Interest Policy

Money Lifeline is committed to managing our debt advice service ethically, efficiently and with the primary intention of delivering a good quality service whilst avoiding any confusion of roles. We expect anyone who works with debt advice clients to be committed to meeting these standards.

Money Lifeline expects all current and prospective volunteers or staff to declare to the management team any interests that may conflict with this principle. Advisers must declare any possible conflict of interest which could adversely affect clients seeking advice. *See list below for some examples*

It is the policy of Money Lifeline that there should be no conflict of interest arising from the adviser's personal and/or other work commitments. All advisers will be afforded appropriate levels of support and supervision in order to undertake their duties and ensure that their focus remains at all times on the quality of service and that all clients receive the most appropriate advice for their individual situation.

All advisers will be expected to be of good character and have the training, skills and experience necessary for the work they are to perform. It is expected that they will consider in each case or situation arising from their involvement with Money Lifeline whether there might be any actual or potential conflict of interest caused by their personal or professional circumstances. This matter will be considered in the recruitment process and on an ongoing basis. It is also expected that Money Lifeline will keep this in mind during supervision of advisers and act immediately should there be any risk of an adviser or client's welfare being compromised.

Money Lifeline operates as a team and all members are expected to play their part in the primary function of providing free, quality debt advice to anyone who needs it and for the good of the service as a whole.

The Policy in Practice

All prospective and current advisers must declare any interests (on a form to be provided) that may potentially conflict with supporting clients. The declaration of interest must be reviewed on a regular basis (or earlier in the case of a significant change of circumstances).

All potential conflicts will be managed by the Money Lifeline management team and the individual involved. Potential conflicts do not preclude the involvement of the individual but the associated risks must be actively managed.

Examples of potential conflicts of interest

1. An adviser seeing different clients who are related.
2. An adviser works in the same field as the client and could potentially benefit from knowledge of the client's circumstances.
3. An adviser is employed by one of the client's creditors.

4. You are approached by two or more clients either separately or together – e. g. husband and wife, partners, co-tenants – about the same matter.
5. A client wants advice about legal action against her bank. The bank funds your money advice work.
6. You are approached by a client who wants advice about a problem they have with a former client.

Further advice

If you require specific advice about a conflict of interest issue, please contact CMA:

Email info@communitymoneyadvice.com

Telephone 01743 341929