



Richmond



Citizens Advice Richmond, Hampton Hill Office,
1st Floor, 94-102 High Street, Hampton Hill, TW12 1NY

Helpline 0800 808 5725

Whatsapp 07783758204

Email Money.Advice@citizensadvice-richmond.org

Feedback and Evaluation

Our Reference:

Client Name:

Address:

Money & Pensions Service and Recognising Excellence

We receive funding from the Money and Pension Service, via our partnership with Deb Free London. As part of our regulated money advice, we are audited and provide information to our funder and their partner, recognising excellence, to ensure our quality of advice. Occasionally the Money and Pension Service need to contact clients to get feedback and ensure you have received the quality of service expected. They have what is called 'legitimate interest' to access this data and therefore do not require consent in the usual manner; this includes your personal data and the following Special Category Data you have consented to us holding, they do though allow you to opt-out of being contacted, and in such instances your personal information will not be shared with them..

Quality of Advice Audit - I consent to a review by Recognising Excellence ☐Yes☐No

Review and feedback- I consent to be contacted by the Money and Pension Service ☐Yes☐No

Trustpilot - Online review

Debt Free London uses Trustpilot, an online review website, to gather feedback to help improve the service. You will only receive an email or text inviting you to fill out an online review.



Document ID: 71f818a4122230cd8e6faf3d03fe2d15c7f14780

Generated on: 18th July 2021

Signed On: <https://www.citizensadvice-richmond.org/>

I consent to having my contact details shared with Trustpilot ☐Yes ☐No

X



Signature Certificate

Document name: DEBT FOA - F&E (UNUSED?)

Unique Document ID: 71F818A4122230CD8E6FAF3D03FE2D15C7F14780



Timestamp

Audit

18th July 2021 12:17 am
BST

DEBT FOA - F&E (UNUSED?) Uploaded by Bradley
Johnson - Advice@citizensadvicerichmond.org IP
217.35.101.199

18th July 2021 12:21 am
BST

Money Advice -
Money.Advice@citizensadvicerichmond.org added by
Bradley Johnson - Advice@citizensadvicerichmond.org
as a CC'd Recipient Ip: 86.14.100.67

18th July 2021 12:30 am
BST

Money Advice -
Money.Advice@citizensadvicerichmond.org added by
Bradley Johnson - Advice@citizensadvicerichmond.org
as a CC'd Recipient Ip: 86.14.100.67

12th February 2024 12:29
pm BST

Confirmation of DFL review consent sent -
Money.Advice@citizensadvicerichmond.org added by
Bradley Johnson - Advice@citizensadvicerichmond.org
as a CC'd Recipient Ip: 217.35.101.199



This audit trail report provides a detailed record of the
online activity and events recorded for this contract.