

JOHN'S STORY

John is a long-term Moat customer living in one of our independent living homes in Sidcup, Kent.

When 69-year-old John was feeling overwhelmed about managing his finances, he turned to us for support. He was up to date with his rent and council tax, but he was struggling to understand his benefit eligibility and didn't have the online skills to research it himself. John told us: "It was really daunting. I just couldn't do it. I couldn't find anyone to help me either."

That's when we stepped in. After speaking to one of our Customer Service Advisors, John was referred to Kirstie in our Benefits and Income Maximisation team.

Kirstie visited John at home and using our Better Off Calculator tool, she was able to give John personalised guidance on benefits, budgeting, and reducing bills.

Following his chat with Kirstie, John learnt that he wasn't claiming all the benefits he was entitled to. He also received a council tax refund and backdated housing benefits, which meant he was able to get a refund of the excess credit on his rent account. John feels relieved and happy that his finances are now in order, with the added benefit of being £970 better off a month. "It was a massive stress relief for me, and I'm going to praise Kirstie all the way."

If you, or someone you know, needs help, please get in touch with our Benefits and Income Maximisation team.

You can call them on **0300 323 0011** or email customer@moat.co.uk.

" I'm 110% happy with the service I received. Kirstie helped me big time. She was magic. "

- John, Moat customer

John's
£970
a month
better off

" Helping John was a real positive for me. "

- Kirstie, Benefits and Income Maximisation team member