

## Who we are

SAIL is the only UK-wide Citizens Advice service for seafarers and their families. We are experienced advisers who understand the issues you face.

**Our service is free, fast and confidential.**

## What we do

We provide information, advice and support on a wide range of issues including:

- debt
- welfare benefits and tax credits
- employment
- pensions
- maritime charity grants
- accommodation
- family problems
- immigration
- consumer problems

**Whether you're a working seafarer or a former seafarer, we're here to help you.**

## Who we help

**We can help you if you've ever worked at sea:**

- Fishing fleet
- Cruise ships
- Container ships
- Ferries
- Tankers and bulk carriers
- Royal Navy
- Royal Marines
- Royal Fleet Auxiliary
- Offshore support vessels
- Volunteer RNLI lifeboat crew
- Partners, widows and widowers of seafarers

## Contact us



**Freephone 0800 160 1842**

**Monday to Friday, 10am - 4pm**  
Answerphone at all other times.



**advice@sailine.org.uk**

## More about us

- We have been helping seafarers since 1996
- We offer in-depth advice, casework, advocacy and negotiation and a specialist debt service
- All our advisers are fully trained and all our advice is quality assured
- SAIL is run by Greenwich Citizens Advice Bureaux on behalf of the Seafarers Hospital Society and funded in partnership with Seafarers UK and Greenwich Hospital
- We are independently audited by Citizens Advice nationally and we campaign for change on issues that affect seafarers
- For debt advice we are authorised by the Financial Conduct Authority and have a Specialist Quality Mark

## Other SAIL services

We also:

- Provide specialist support and financial capability training to other agencies working with seafarers
- Run outreach services at residential homes, care homes and at Veterans Outreach Support in Portsmouth

[www.sailine.org.uk](http://www.sailine.org.uk)



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**0800 160 1842**

**advice@sailine.org.uk**

**Free advice for  
all seafarers and  
their families**

The SAIL Team



**citizens  
advice**

[www.sailine.org.uk](http://www.sailine.org.uk)

# The difference we make

## John

John was referred to SAIL by the local Fishermen's Mission. He worked as a fisherman for many years, but stopped with stress and mental health issues.

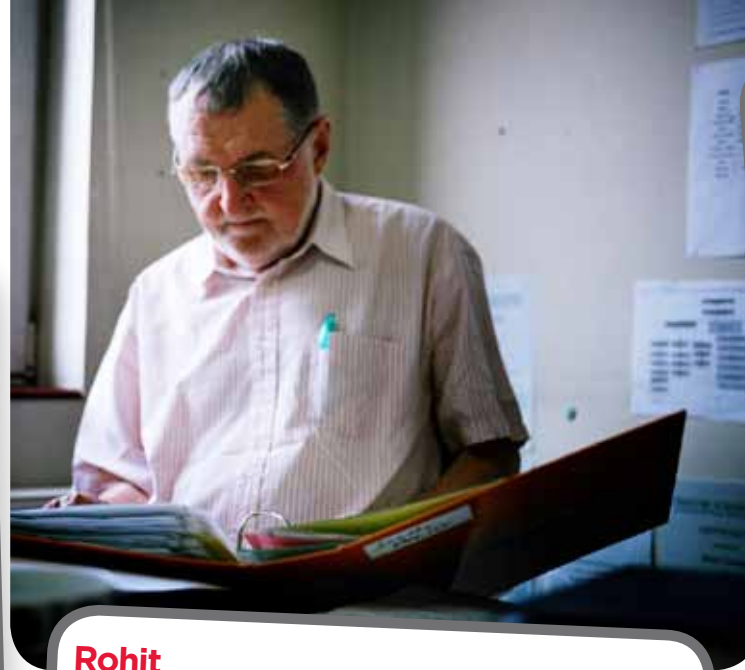
His marriage broke up and for a while he was homeless. Eventually he found a home with the assistance of a seafaring charity but was in arrears with the rent and had no gas or electricity when he called SAIL. He also had very little furniture.

We contacted the gas supplier and told them that John was a vulnerable customer. The gas supply was restored within two days.

John got an emergency grant for his electricity payment key and his supply was restored. SAIL made sure that he would get the Warm Home Discount of £120 towards future bills.

SAIL helped John get a charity grant towards the rent arrears, carpets, a new cooker and a TV. We negotiated with the landlord to get the rest of his rent arrears written off.

John is now settled and looking forward to visits from his daughter. SAIL continues to support him with budgeting advice and his local Mission visits John to make sure he's coping.



## Rohit

Rohit is an engineer in the merchant navy who was the victim of race discrimination and bullying by the Captain of his ship. He and another crew member complained to their employer and involved other support organisations but nothing was done.

After several months Rohit and his colleague turned to SAIL for advice. We pushed the employer and the others involved very hard to try to understand why these very serious allegations were not being pursued. Finally, the employer did investigate. The Captain was found guilty and he was dismissed.

## Sally

Sally called SAIL a few months after the death of her husband Don. He had been in the Royal Navy for 12 years but had died soon after being diagnosed with cancer.

Sally was left with 2 young children at home. And she had mounting debt problems.

We worked through Sally's circumstances so we understood all the debts she had. Some were just in Don's name so we advised she didn't have to pay these.

We checked Sally was getting all the benefits she was entitled to including Bereavement Payments.

We wrote to all her creditors to stop interest being added to the debt and to stop any legal action.

We focussed on her rent, Council Tax and utilities arrears. We were able to get a maritime charity grant to pay for some of these. Next we looked at her credit card debts.

We worked out a plan for Sally to pay off a part of all of these debts each month and still to have enough for her family. Sally was extremely grateful to SAIL for support organising her finances.



## WHAT OUR CLIENTS SAY

'This morning I received a letter from the DWP to say they had overturned the decision to refuse DLA. We just can't believe it and it can only be down to you. Thank you so much. What you've done for us is invaluable.'

'Many thanks for all your help during the past year. I am back at work now and 99% of my debts have been paid off. I'm back on track once again.'

'Thank you so much for your help with my problem. It played on my mind for 23 years but I didn't know which way to go about it.'

'I can't speak highly enough of SAIL. I honestly don't know what I would have done had I not been put in touch with them. I don't think I'm exaggerating to say they saved my sanity, if not my life.'

