



# Isabel's Story

Isabel has breast cancer and is currently undergoing chemotherapy.

Because her treatment is making her feel so unwell, she's been off sick from work for a few months.

Her employer doesn't pay her when she's ill, so she's only been receiving statutory sick pay. This means her family has a lot less money coming in.

When Isabel stopped being able to pay her mortgage because money was so tight, she received a letter from us asking her to get in touch.

When Isabel called us, she explained that she had cancer, and we listened to all the details. We told Isabel about all the organisations that could help her at this time, such as Macmillan Cancer Support. They have a team dedicated to helping reduce the financial impact of cancer.

Isabel spoke to Macmillan about the financial support she was able to get to help her pay her mortgage, such as claiming benefits.

Once Isabel's benefits came through, she was able to start paying her mortgage again.

\*The name has been changed, but this case study is based on a real life customer experience. Any options we may suggest will be based on your individual circumstances.

Macmillan Cancer Support have a team of Financial Guides who are experts in helping to reduce the financial impact of cancer.

Find out more at <https://www.macmillan.org.uk/>



Are you in a similar situation to Isabel? Please call us to talk on  
**0345 604 0860**

[www.ascent.co.uk](http://www.ascent.co.uk)

If your household income has reduced, you may be finding it difficult to manage your finances. For free and impartial debt advice, you can contact one of the following organisations:



[www.stepchange.org](http://www.stepchange.org)  
0800 138 1111



[www.payplan.com](http://www.payplan.com)  
0800 280 2816



[www.nationaldebtline.org](http://www.nationaldebtline.org)  
0800 808 4000



[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)  
0800 138 7777

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