

ECDN Conference in Bratislava,  
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Live chat in the financial and debt counselling  
- practices in Finland

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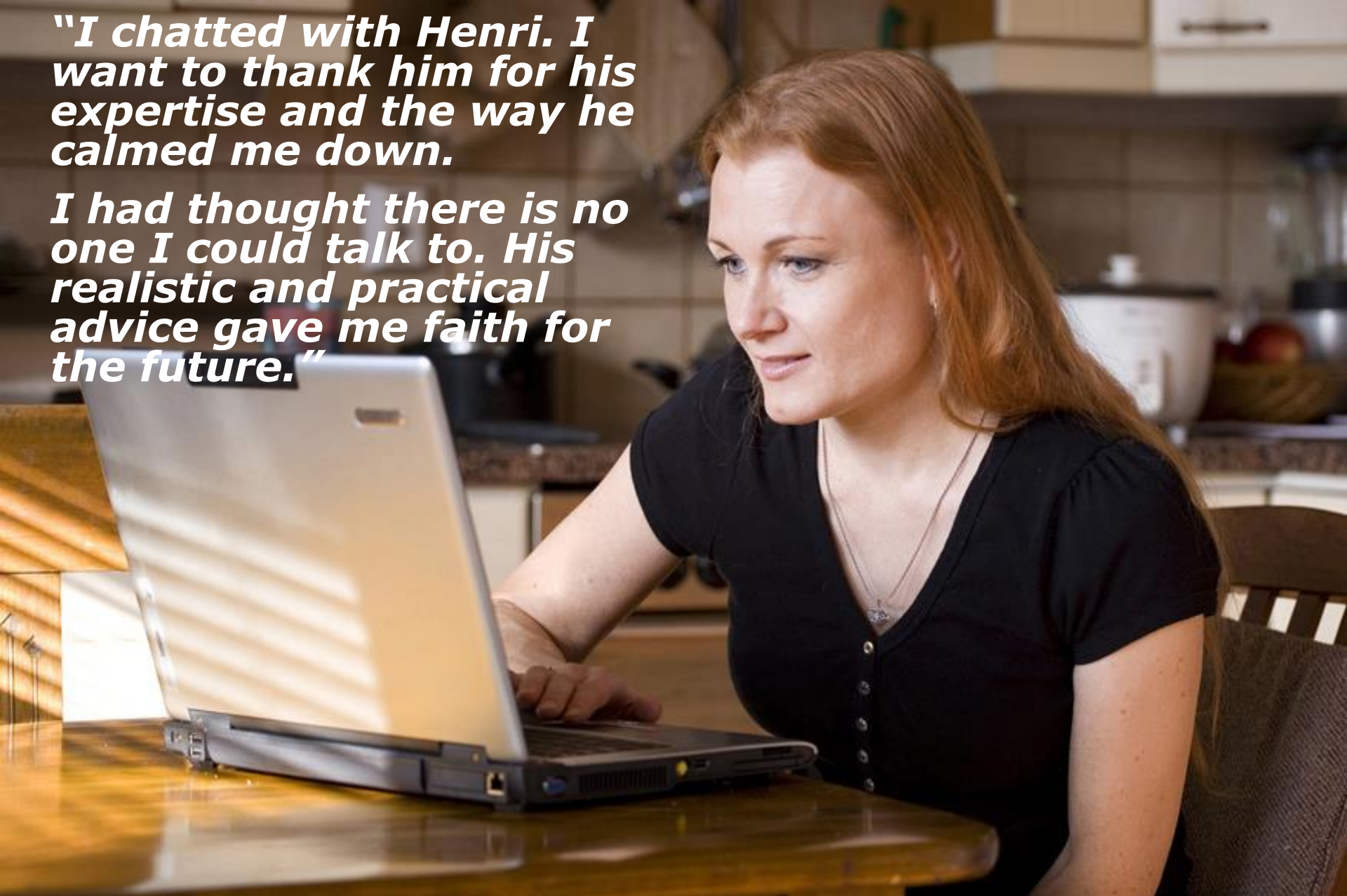


# Live chat in finances and debt counselling

- an easy first step
- contact with young people
- both professional advice and sympathy/friendliness
- customer feedback

***"I chatted with Henri. I want to thank him for his expertise and the way he calmed me down.***

***I had thought there is no one I could talk to. His realistic and practical advice gave me faith for the future."***





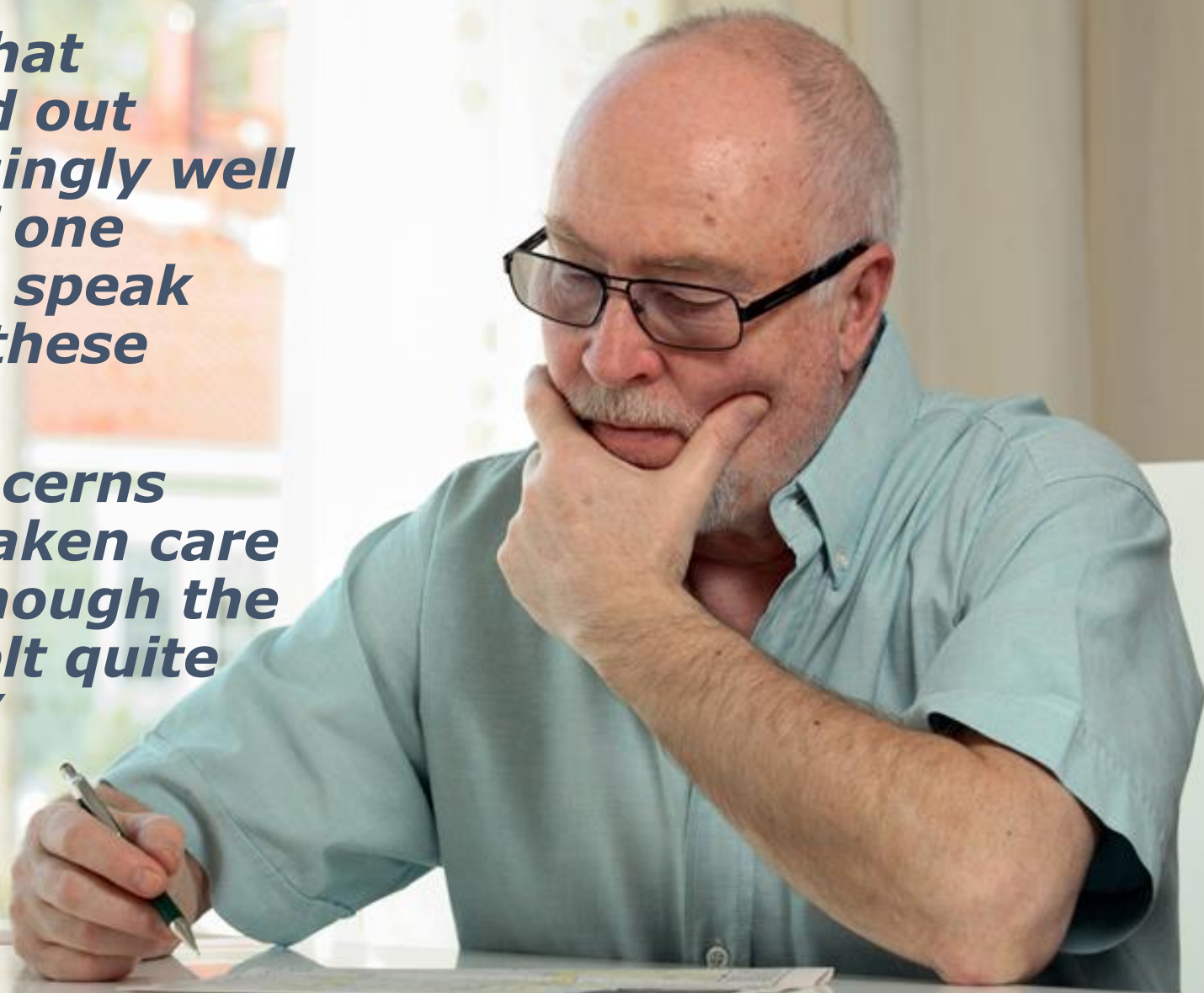


***“Henri helped me a lot :) He’s an easygoing guy :)***

***Unlike many he was very easy to understand, not at all formal.”***

***"The chat worked out surprisingly well even if one cannot speak about these things.***

***My concerns were taken care of. Although the time felt quite short."***





***"It felt good to know that there is no hurry and that the alternatives and advice given are correct, facts no fiction! To know that one can rely on advisor's expertise.***



# Collaboration with other organisations

To go where people are and reach both people who need advice and professionals who can help them.

To centralise advisory services in one platform

- holistic help for people
- cost-efficiency

# Thank you!

