WE ARE MACMILLAN. CANCER SUPPORT

January 2018

We're counting on your support

Dear UK Finance,

When someone's diagnosed with cancer, the financial implications are often the last thing on their mind. But in my role as a Macmillan Nurse, **I'm seeing more and more people struggling** with reduced income and increased living costs, and having difficulty paying their bills and mortgages.

It's enough to cope with the **psychological impact of the diagnosis** and effects of treatment, without having to worry about money as well.

Through **partnerships with Lloyds Banking Group and Nationwide Building Society**, Macmillan knows what a difference the right support can make. But there's **a lack of consistency across the sector** and people still don't know what to expect from their bank: Macmillan's research shows that **just 11 % of people with cancer tell their bank** about their diagnosis.

If banks and building societies had a **legal duty of care** towards their customers, it would give **people with cancer confidence to disclose** their diagnosis, knowing that they could **trust their bank to act in their best interests**. For banks, this would mean being ready to respond to their customers' needs, and designing the vital products and services that would help people focus on their health.

As a nurse, I have a duty of care to look after my patients. If banks had a duty to help customers manage the financial impact of cancer, it would help **relieve the pressure** and be a tremendous help to people and their families.

By 2020, 1 in 2 people in the UK will be diagnosed with cancer in their lifetime. Macmillan provides advice and support to help people cope with the cost of having cancer, but we can't do it alone.

Please support Macmillan's campaign for banks, building societies, and other financial service providers to have a legal duty of care towards their customers.

Together we can make sure that the **financial shock of cancer** doesn't turn into a crisis.

Yours,

Miranda Benney
Macmillan Nurse

Find out more about our 'Banking on change' campaign here.