

Railway Benefit Fund expand their services offering with new Financial Health Assistant

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The image shows a digital interface for the 'RBF Financial Health Assistant'. At the top, there is a logo featuring a stylized train and the text 'RBF Financial Health Assistant' followed by 'How Can We Help?'. Below this, the interface is set against a green background. It features a chatbot character on the left, represented by a small train icon and the time '10:15'. The chatbot asks the question: 'Overall, how are you with money management?'. To the right of the question is a purple button labeled 'I'm okay', with the time '10:15' next to it. Below this, the chatbot asks: 'How are you managing with your priority bills such as rent/mortgage, energy bills, and Council Tax?'. Below the question is the text 'CHOOSE AN OPTION' and three purple buttons labeled 'Great!', 'Just about managing', and 'Struggling'.

Much-loved charity the Railway Benefit Fund (RBF) has today announced that it is expanding its services offering. The charity has developed a virtual Financial Health Assistant which provides a free and quick financial health check, available to all railway people and their dependents.

The need for this new service was made apparent after RBF reached out to the industry in May last year with a survey. Results from this survey showed that many railway workers were concerned about their finances, and that 80% were unsure where to turn in times of need.

RBF already offers a range of services to current, former and retired railway people. These include a grants programme, providing financial support for costs such as rent, home and car repairs and home adaptations. The charity also offers a wide range of information and advice facilitated through their partnership with Citizens Advice Manchester and through their legal advice app provided by Law Express.

The new Financial Health Assistant is a free tool available to use on the RBF website. The service is completely confidential and will take users less than 5 minutes to complete. Once completed, users will receive a document offering some insight on their financial resilience, and advice and guidance on where

to turn to in times of need, including the RBF. Accessible 24 hours a day, the tool can provide advice for railway people whenever they need it most and no matter what their working pattern is.

[Try the RBF Financial Health Assistant here.](#)

[Learn more about other RBF Services here.](#)