



The Economics of Abuse 2024

The economic and social cost of the abuse of older people, and the need for specialist services funding.

Research by Hourglass
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The Economics of Abuse 2024

Executive Summary

At a minimum, the total yearly social and economic cost of the abuse of older people in the UK is over £16 billion, and this figure is most definitely an underestimate.

Over the last 3 years, economic abuse cases received by the Hourglass helpline showed financial losses by older victim-survivors across the UK totalling over £53 million.

An estimate of the necessary yearly minimal support for older victim survivors is £307,131,296 or three hundred and seven million, one hundred and thirty one, and two hundred and ninety-six pounds.

The total estimated yearly cost of abuse of older people in ENGLAND and WALES is £16,401,385,000 or sixteen billion, four hundred and one million, three hundred eighty five thousand pounds.

The total estimated yearly cost of abuse of older people in SCOTLAND is £165,549,302,00 or one hundred and sixty-five million, five hundred and forty nine thousand, and three hundred and two pounds.

The total estimated yearly cost of abuse of older people in NORTHERN IRELAND is £49,713,165,35 or forty-nine million, seven hundred and thirteen thousand, one hundred and sixty five pounds, and thirty five pence.

By 2050, the population of over 60s in the UK is predicted to grow to over 22 million.

By 2050, the total estimated yearly cost of abuse of older people in the UK will increase to £25,635,930,320 or twenty-five billion, six hundred and thirty five million, nine hundred and thirty thousand, three hundred and twenty pounds.

Current accommodation services (28) that have specialist services for older victim-survivors only account for 1.9% of the needed minimum. A further 1,422 refugees with capacity to support older victim-survivors are still needed across England and Wales.

In England and Wales there are 133 services that provide specialist community based services, accounting for only 9.2% of the necessary provision, with 1,317 specialist older people community based services still needed.

The total cost of providing the necessary service to provide protection for all older people across England and Wales is estimated to be £307,131,296 or three hundred and seven million, one hundred and thirty one thousand, and two hundred and ninety six pounds.

Introduction

Many are aware that the impacts of abuse on older people results in physical, psychological and sexual harm, as well as trauma, loss of self-esteem and confidence, and can lead to familial breakup, mental health issues such as depression, PTSD, and anxiety, premature care admission, and even death. Less understood is the overall cost of abuse and violence against older people in a societal context.

The Domestic Abuse Commissioner for England and Wales has produced research which estimates that in 2022, the total social and economic cost of domestic abuse across all ages amounted to **£74 billion**.¹ **This paper will suggest that at a minimum, the total yearly social and economic cost of the abuse of older people is over £16 billion**, and that this figure is most definitely an underestimate.

Economic Abuse is a complex yet common form of exploitation encompassing financial harm, and an abuser or perpetrator restricting a person's ability to acquire, use, and maintain money or other economic resources.

Normally a **£16 billion** issue of violence and neglect would be at the forefront of policy and public attention, but the abuse of older people and older victim-survivors continues to be last in line and suffer from a lack of attention, misunderstanding, and a lack of care. Hopefully, placing a cost on the consequences of abuse against older people will help policy makers to understand the dynamics of abuse, as well as the necessity of providing financial support to specialist services which aid older victim-survivors.

However, a problem that costs billions of pounds cannot be solved by bare minimum funding. The domestic and sexual abuse prevention sector is already struggling with an uncertain financial and funding future, and this has a knock-on effect on the ability to support victim-survivors. Ring fenced, long-term sustainable funding is key to helping as many victim-survivors as possible, and the UK Government and devolved administrations must commit to providing such funding for specialist services.

Costing the abuse of older people in England and Wales.

METHODOLOGY AND LIMITATIONS

In trying to ascertain the estimated economic and social cost of the abuse of older people in England and Wales, Hourglass takes as its first step the 2019 research report published by the Home Office: **The Economic and Social costs of Domestic Abuse**.² The report follows the same underlying approach used in the previous report ‘**The Economic and Social Costs of Crime**’³ and considers the direct costs of abuse.⁴

The framework used in ‘The Economic and Social Costs of Crime’ divides the costs into three distinct areas:

- Anticipation (expenditure on protective and preventative measures);
- Consequence (property damage, physical and emotional harms, lost output, health and victim services);
- Response (police and criminal justice system).⁵

As per the report, the average unit cost (the cost per average victim) of a domestic abuse victim is calculated at £34,015 (2016/17).⁶

Obviously, the cost of services and goods has not stood still between 2016/17, and 2023/24. Utilising the Consumer Price Index (CPI) data from the Office of Budget Responsibility (OBR), and the formula (cost in 2023 = cost in 2016 x 2023 price divided by 2016 price), a more up to date figure for the average unit cost of a domestic abuse victim is **£43,505 (2023)**.

There are many limitations both outlined within the methodology of the report (due to insufficient data, the report does not consider the costs of the impact of domestic abuse on children, the costs of domestic abuse-related suicides, and the costs of economic abuse and emotional abuse), and in utilising this figure in order to determine the current cost of the abuse of older people we fall foul of these same issues and must therefore caveat any following figure. However, it provides a broad starting point for follow up work.

A key issue with using this report explicitly for questioning the cost of abuse against older victim-survivors is the absence of calculations around economic/financial abuse. Previously commonly known as financial abuse, the term “economic abuse” covers the broad strata of financial harm previously understood under the financial abuse nomenclature, but allows extension to cover issues involving coercive control, such as preventing the victim-survivor

from being in employment, limiting the victim-survivors working hours/ability to work, or dictating what the victim-survivor can buy. For older victims and victim-survivors, economic abuse is the most prevalent form of abuse reported to Hourglass. Over the last 3 years, economic abuse cases received by the Hourglass 24/7 helpline showed financial losses by older victim-survivors across the UK totalling over 53 million pounds (£53,124,100).⁷ Only a small proportion of cases received by Hourglass state monetary losses, so it's very difficult to ascertain a true figure of money, possessions, and assets taken or coerced from older victim-survivors, but it's undoubtedly into the hundreds of millions.

It is likely that costs for older victim survivors within the "as a consequence" cost area, specifically physical and mental harms, and health service use will be higher than the average all age victim. Partly because of the advanced age of the victim survivor and potential ailments related to that, the abuse of older people, in general, is associated with an increased risk of hospitalisation and premature death.⁸

As well as this, while the report utilises data primarily taken from the Crime Survey for England and Wales (CSEW), both from the main survey and the interpersonal violence self-completion module, this data source is not particularly useful in calculating abuse and violence committed against older people. Historically the CSEW has had an upper limit of 59 years of age on the intimate violence module. This was raised to 74 in 2017 and from 2022 the national data collection on domestic abuse, for the first time, included the 75s and over. However, the lack of historical collection and existence of data poses an ongoing problem in better understanding crimes and abuse perpetrated against older people. CSEW data also only features crimes committed within the victims own home, excluding violence and abuse committed against older people living in care or nursing homes. As the report additionally notes,

"In particular, the CSEW data at the heart of the estimate does not enable full consideration of the number of injuries incurred by victims during their abuse, so the physical harms are likely to be under-estimated."⁹

A lack of up to date and accessible data continues to create a barrier to developing effective evidence-based policies and to monitoring progress on the issue. In the UK and internationally, older people are excluded from datasets. The UN's Economic and Social Research Council identified how data systems leave older people behind. In general terms, age-caps in data gathering and the lack of disaggregation between older groups are key problems. On the latter the report recommended 'that research and statistical data on ageing can be disaggregated into smaller five-year cohorts.'¹⁰

On data concerning violence and abuse, the report identified a global scarcity and highlighted that where countries are supported in measuring gender-based violence,¹¹ no such data collection guidelines exist for monitoring violence and abuse in later life.

PREVALENCE OF ABUSE

In trying to find the broadest and most comprehensive possible idea of the prevalence of the abuse of older people, Hourglass looked at the last UK wide prevalence report, the UK Study of Abuse and Neglect of Older People Prevalence Survey Report from 2007 by Madeline Keefe et al.¹²

This report suggested a prevalence rate of **2.6%** which if compared to the number of over 60s in England and Wales would suggest a yearly rate of around **377,000** older victims of abuse. This number is undoubtedly an underestimate, not least because the study utilised a narrow definition of perpetrator (covering only family, friends, and care workers) and excluded care or nursing home residents. As well as this, the taboo nature of abuse and violence, the shame and guilt felt by victim-survivors, and the lack of readily available specialist support services for older people provide key barriers that stymie and stop abuse reporting.

Looking at data from the CSEW, for the year ending March 2023, **4.6%** of those who experienced domestic abuse were over 60, this equates to **98,945** older victims.¹³ Again, this number is undoubtedly an underestimate in part because of the limitations to the data collection system stated above.

TOTAL ESTIMATED YEARLY COST FOR ENGLAND AND WALES

With this in mind, utilising the estimated average cost, and the estimated prevalence rate from the last UK wide prevalence study – we may broadly estimate that the yearly economic and societal unit cost of the abuse of older people in England and Wales is **£16,401,385,000 or sixteen billion, four hundred and one million, three hundred eighty five thousand pounds.**

Looking at this through the latest data collected by the CSEW, and combining this with the estimated average cost, we get the figure **£4,304,602,225 or four billion, three hundred and four million, six hundred and two thousand, and two hundred and twenty five pounds.**

As stated above, both these figures cover expenditure on existing protective and preventative measures, property damage, physical and emotional harms, lost output, health and victim services, and police and criminal justice system responses. However, without accessible data on care home residents and with other unfortunate limitations regarding perpetrators, this is undoubtedly a huge underestimation.

Costing the abuse of older people in Scotland and Northern Ireland.

TOTAL ESTIMATED YEARLY COST FOR SCOTLAND

While the report “The Economic and Social costs of Domestic Abuse” solely focuses on the cost of abuse in England and Wales, we can work from the basis that costs are similar in Scotland– and without any work done by the Scottish Government, it provides a stable starting point.

As such, utilising the estimated average unit cost, the number of over 60s in Scotland (1,463,100 according to the 2022 census¹⁴), and the estimated prevalence rate of 2.6% (as such, an estimated yearly victim figure in Scotland of 38,040), we may broadly estimate that the yearly economic and societal unit cost of the abuse of older people in Scotland is: **£165,549,302,00 or one hundred and sixty five million, five hundred and forty nine thousand, and three hundred and two pounds.**

TOTAL ESTIMATED YEARLY COST FOR NORTHERN IRELAND

In March 2016, as part of the development of the Northern Ireland Government’s seven-year strategy on stopping domestic and sexual violence in Northern Ireland, they estimated the yearly cost of domestic and sexual abuse in Northern Ireland as **£931 million**. Regrettably, the explanations of costings were not forthcoming.

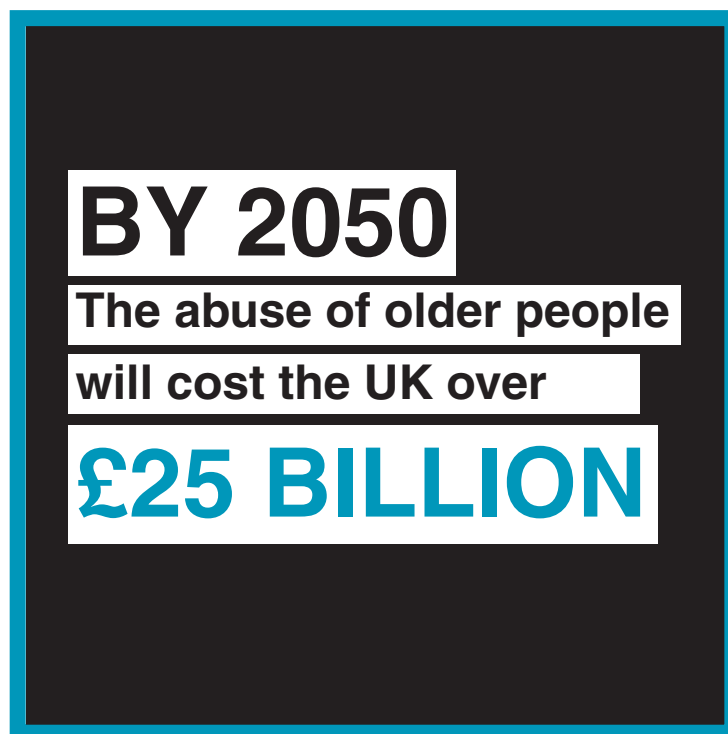
As such we’ll use the same same costing figure as above, with the caveat that costs of goods and services are around 20% lower in Northern Ireland than the rest of the UK. According to the latest 2021 census there are 439,524 over 60s in Northern Ireland. Combining this figure with the estimated average cost, and the estimated prevalence rate of 2.6% - we may broadly estimate that the yearly economic and societal unit cost of the abuse of older people in Northern Ireland is **£49,713,165,35 or forty nine million, seven hundred and thirteen thousand, one hundred and sixty five pounds, and thirty five pence.**

TOTAL ESTIMATED YEARLY COST FOR UK

As such the total yearly estimated economic and social unit cost for the UK for the abuse of older people is at least. **£16,616,864,467,35 or sixteen billion, six hundred and sixteen million, eight hundred and sixty four thousand, four hundred and sixty seven pounds, and thirty five pence.**

TOTAL ESTIMATED YEARLY COST FOR UK BY 2050

If we look forward to 2050, and Hourglass's commitment to a Safer Ageing Society by that date. The population of over 60s in the UK is predicted to grow to about 22 million (**22,664,000**), and we can estimate a yearly rate of 589,264 victims of abuse (using the 2.6% estimated prevalence rate). While we obviously cannot accurately predict what the landscape of abuse will look like in 25 years, and with the caveat that the base unit cost will be different because of inflation, using our £43,505 current unit cost, we can estimate that if trends stay similar, in 2050 the abuse of older people will cost the UK socially and economically over £25 billion pounds. **£25,635,930,320 or twenty five billion six hundred thirty five million nine hundred thirty thousand three hundred and twenty pounds.**



The cost of specialist support for older people

Rather than a one size all approach, Hourglass is calling for the UK government, and all devolved administrations to provide ring fenced and long-term sustainable funding for specialist services for older victim-survivors. All victim-survivors should have the option of choice to seek a tailored service that understands their exact needs rather than suffering from untailored service at a more generic commissioned organisation.

For example, older victim-survivors should be able to access commissioned services with an understanding of their unique care and support needs (which may include health, disabilities, cognitive ability, stigma), while older male victim-survivors should be able to access gender exclusive support if desired. Hourglass hears from callers on its helpline that there are currently inadequate support solutions for older people and older victim-survivors, and a corresponding perception amongst older people that there is no alternative to abuse.

Hourglass contends that government-run centralised ring-fenced funding for by and for and specialist service-organisations, and the implementation of a national strategic framework would be key. Smaller and more local organisations are also at risk of losing tenders to larger more generic organisations, and commissioners must understand it is vital that flexibility is possible rather than a one size fits all approach. Smaller organisations must not feel they are forced into partnership working, potentially diluting their local effect, because they do not have the same presence as larger or national organisations.

ENGLAND AND WALES

Refuge Costings

As Hourglass does not run refuges, we took Women's Aid's figure of **£31,059** covering average support staff costs per unit, average activity costs per unit, and average central costs per unit. Refuge services as costed include the following three areas of work:

1. Refuge services (this includes shared housing, self-contained units with some communal spaces and dispersed accommodation).
2. Resettlement support when victim survivors move on to a new home.
3. Therapeutic support such as formal counselling and support groups.¹⁵

A limitation of utilising the Women's Aid figure of £31,059 is that these refuges will on the whole be generalist focused and female only, and there are undoubtedly higher costs when dealing with victim-survivors with specific needs like older people.

We then used an established measure of demand to express this unit in terms of population. This established measure is within the Council of Europe recommendation of a minimum of one refuge space per 10,000 population. The Domestic Abuse Commissioners Office's, A Patchwork of Provision mapping report, noted that there were only 28 refuges across England and Wales which had support or provided services for older victim survivors (elderly in the DAC parlance).¹⁶

Looking at this compared to the population of over 60s across England and Wales according to the 2021 census (14.5 million, 3.3 million over 65) suggests that there is need for at least 1,450 refuges across England and Wales that have capacity to support older victim survivors (at least 330 if only looking at over 65s).

As such, current accommodation services (28) that have specialist services for older victims only account for 1.9% of the needed minimum total to provide coverage for all older people, with 1,422 refuges still needed.

ENGLAND AND WALES COMMUNITY BASED SERVICES

Again, looking at specialist community-based services (CBS), which under the Women's Aid definition include:

- Outreach, floating support, and advocacy (including IDVA) services.
- Community outreach support (education and awareness raising work, e.g., training professionals or work in local schools).

Hourglass has utilised the unit cost for CBS = provision to meet the demand per 10,000 population. Hourglass estimates that the needs of a specialist community-based service, to work at its minimalist effectiveness per ten thousand people, were to be on average one trained IDVA and one Community Response Officer in a Community Response Hub. The yearly cost of this utilising Hourglass figures came to £73,794.74. This was broken down as follows:

Community Response Officer (IDVA) trained with on costs	£32,047.32
Community Response Officer (DA) with on costs	£27,447.42
Equipment Laptop, Headset, Phone	£1680.00
Licences/CRM	£260.00
Phone	£480.00
IT	£400.00
Recruitment	£300.00
Management Costs	£6700.00
Travel, Expenses and Stationary	£1000.00
Insurance	£80.00
Events	£1600.00
Marketing and Printing	£400.00
Marketing and Printing	£1400.00

Again, the DAC report notes that there are 133 services that provide specialist community-based services (including by and for), out of the 1450 necessary to cover all older people.¹⁷ **These account as such for only 9.2% of necessary provision, with 1317 specialist older person community-based services still needed.**

Looking at overall average yearly costings for refuge and specialist community-based abuse services to cover the whole older population of England and Wales

Type of Cost	Cost for England and Wales - 1450
Refuge/Accommodation Services	£45,035,550 (forty-five million thirty-five thousand five hundred fifty pounds)
CBS Services	£107,002,373 (one hundred seven million two thousand three hundred seventy-three pounds)
Total	£152, 038, 300 (one hundred fifty-two million thirty-eight thousand three hundred pounds)

OTHER COSTINGS

This is, as with the figures above, likely an underestimation as it does not consider other forms of specialist frontline provision for older victim-survivors with intersectionalities.

In 2020, SafeLives released their “A Safe Fund” report, focused on costing domestic abuse provision for the whole family in England and Wales. Within this report they estimated that just over £1 billion pounds yearly would be required to cover the costs of frontline service provision of adult victims (over 18) at risk.¹⁸ Their estimated costs were broken down as follows.

Provision	Cost in Millions
Multi Agency Working	£37.5
IDVA Provision	£56
Outreach Workers	£350
Local Service Central and Activity Costs	£349.7
Refuge Provision	£183.6
Hospital Based IDVAs	£15.7
IRISI in GP Surgeries	£22.9
Mental Health Based IDVAs	£5.4
Social Housing Domestic Abuse Workers	£20
EventsSpecialist regional “By and For” hubs with specific expertise to support black and minority ethnic LGBT+ and disabled victims	£30
Specialist support for those experiencing economic abuse	£3.4
Total	£1,074

If we take the costing's worked out above by Hourglass for older people's CBS support and refuges, and include with them:

- Multi Agency Working
- Hospital Based Independent Domestic Abuse Advisers (IDVAs)
- Mental Health Based IDVAs
- IRISI in GP Surgeries
- Specialist support for those experiencing economic abuse

We have a more all-encompassing estimate of the necessary yearly minimal support for older victim survivors of **£307,131,296 (three hundred and seven million, one hundred and thirty one, and two hundred and ninety six pounds).**

Looking at the costs of Multi Agency Working, as SafeLives notes:

*“The Marac cost is **£18m** and covers the salary of a Marac Coordinator, administration costs and Chair oversight for the ~250 Marac's operating in England and Wales. Improved multi-agency working arrangements are costed as **£19.5m** and are based on the assumption that each Marac area should have a domestic abuse multi-agency coordinator supporting an effective response to the whole family across statutory and voluntary sectors, who would work with 100 senior regional coordinators, with an early action central specialist team.¹⁹”*

Looking at the costings for Hospital IDVAs, “SafeLives’ Cry for Health” research from 2016 calculated that the cost of providing services focused on hospital-based IDVAs (with a minimum of two Full Time Equivalent (FTE) IDVA per hospital at £100,000) would cost **£15.7m** to cover all acute hospitals (around 157). Likewise, with IDVAs based in Mental Health, SafeLives estimates that that two FTE IDVAs at £50,000 each would be needed for 54 acute Mental Health Trusts totalling £5.4m.²⁰

Looking at IRISI (Identification and Referral to Improve Safety) calculates that one FTE IRIS Advocate-Educator can work to support practices with a total patient population of 200,000 patients, which would require a year one investment of £77k.²¹ Based on the number of older people in England and Wales (14.5 million), and assuming that the total older population is registered with a GP, this would suggest the need for 73 IRISI Advocate Educators, at a total cost of **£5,621,000 (five million six hundred twenty one thousand).**

Because of the prevalence of economic abuse as a part of the abuse of older people, needs are more comparable to the calculations regarding overall CBS support services. There is a need for a specialist economic abuse hub per 10,000 people.

As such the unit cost for an economic abuse hub-provision to meet the demand per 10,000 population. Hourglass estimated that the needs of a specialist older person focused economic abuse service, to work at its minimalist effectiveness per ten thousand people, were to be on average one trained IDVA and one Community Response Officer. As such, yearly costings would be the same as they are for specialist CBS support services - **£107,002,373.**

Type of Cost	Cost for England and Wales
Refuge/Accommodation Services	£45,035,550 (forty-five million thirty-five thousand five hundred fifty pounds) (1450)
CBS Services	£107,002,373 (one hundred seven million two thousand three hundred seventy-three pounds) (1450)
Multi Agency Working	£37,500,000 (thirty-seven million, five hundred thousand)
Hospital Based IDVAs	£15,700,00 (fifteen million, seven hundred thousand)
Mental Health Based IDVAs	£5,400,000 (five million, four hundred thousand)
IRISI in GPs Surgeries	£5,621,000 (five million six hundred twenty-one thousand)
Specialist Support for those experiencing economic abuse	£107,002,373 (one hundred seven million two thousand three hundred seventy-three pounds) (1450)
Total	£307,131,296 (three hundred and seven million, one hundred and thirty-one, and two hundred and ninety-six pounds)

Total Costs

As we can see the cost of providing the necessary service to provide protection for all older people across England and Wales pales in comparison to the economic and social costs of the yearly abuse of older people.

£307,131,296

THREE HUNDRED AND SEVEN MILLION,

one hundred and thirty-one thousand, and two hundred and ninety six pounds.

VS

£16,401,385,000

SIXTEEN BILLION,

four hundred and one million, three hundred eighty five thousand pounds.

Scotland and Northern Ireland are not featured within this metric due to the lack of up to date mapping of specialist services for older victim-survivors across those two nations. We aim to develop a piece on costs within those two countries in the near future, and hope that the devolved administrations will work with us to gather the necessary data.

Conclusion

In conclusion, the abuse of older people is not a small matter that can be ignored, will not disappear, nor can older people be effectively helped without concentrated support and ringfenced long term specialist service funding from across all UK governments.

This report has shown that currently, such abuse costs the UK economically and socially over **£16 billion** every year, and that if trends in population and abuse continue by 2050, costs will be above **£25 billion** each year. Yet, this report has also illustrated that the cost to help amend this phenomenon is nowhere near the cost of abuse, and that around 300 million pounds needs to be spent yearly to provide in England and Wales at least a move away from the barrier to assistance which is the patchwork of service and support provision that currently exists.

Older victim-survivors must be ignored no more, the extreme costs of abuse and violence must be understood, and the importance of funding frontline specialist support to aid older victim survivors must be at the forefront of every government agenda across the UK's four nations.

Recommendations

These are the overarching measures which Hourglass believes that governments need to adopt in order to create a Safer Ageing Society by 2050.

1. STRATEGY:

- 1 Begin consultation and evidence gathering to create a dedicated strategy to end violence and abuse against older people, to compliment Violence Against Women and Girls (VAWG) strategies, and ensure older victim-survivors are given parity with other demographics.
- 1 Ensure that the lived experiences and voices of all victim-survivors are central to all strategy and policy development considerations.

2. LEGISLATION AND ENFORCEMENT:

- 2 Pledge to review the efficacy of existing legal protections, and enforce robust laws specifically targeting those who abuse, exploit and neglect older people, with strict penalties for perpetrators.
- 2 Establish dedicated task forces or units within the criminal justice sector to investigate and prosecute cases of neglect and abuse promptly and effectively irrespective of the abuse taking place within older people's own homes and care homes.

3. AWARENESS AND EDUCATION:

- 3 Launch nationwide public awareness campaigns to educate people about the signs and consequences of abuse, exploitation and neglect of older people. Working hand in hand with key charities and agencies.
- 3 Integrate education on ageing, rights of older people, and 'expectation of trust' into school curricula and professional training programmes for healthcare workers, social workers, police, legal professionals and caregivers (volunteers, professional or otherwise).

4. SUPPORT SERVICES:

- 4 Expanded and ring-fenced funding for support services tailored to older individuals, (with a focus on specific needs for groups such as older men, older LGBT, older minority groups, and older disabled people) including helplines, counselling services, shelters for older victims of abuse, and community based, person-centred/victim-led options.
- 4 Ensure accessible, quality assured health and social care services, including mental health support, for older people and support for those working in the sector.

5. COMMUNITY ENGAGEMENT:

- 5 Foster community-based initiatives and neighbourhood programmes to empower communities to identify and address abuse, neglect and exploitation.
- 5 Promote intergenerational activities and initiatives to strengthen social connections and combat ageism and stereotypes.

6. LEGAL AID AND ADVOCACY:

- 6 Guarantee access to legal aid for older people facing abuse, exploitation or neglect, to help them navigate legal proceedings and seek justice.
- 6 Establish advocacy groups and networks to amplify the voices of older people and advocate for their rights at local, regional and national levels.

7. RESEARCH AND DATA COLLECTION:

- 7 Invest in research to better understand the prevalence, causes, and consequences of abuse, neglect and exploitation, and to identify effective prevention, intervention and recovery strategies.
- 7 Implement comprehensive data collection systems to track cases of abuse and commit to regular publication of data to enable evidence-based policy development and targeted interventions.

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Hourglass

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Our helpline is entirely confidential and free to call from a landline or mobile, and the number will not appear on your phone bill.

Text message: 07860 052906

Texts from outside the UK will be charged at their standard international rate which will differ depending on location and service charges of your phone provider. The number will appear on your bill and in your phone records but will not be identified as Hourglass.

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