

## VULNERABLE CUSTOMER POLICY

### 1 OUR COMMITMENT TO UNDERSTANDING THE NEEDS AND PREFERENCES OF VULNERABLE CUSTOMERS

At Giganet, we care about and welcome all our customers, including those who may need additional support due to accessibility requirements and/or other circumstances which make them vulnerable.

Protecting the interests of our vulnerable customers is extremely important to us. This often means extra help and support is needed.

We are committed to understanding the needs and preferences of customers in vulnerable circumstances and those with accessibility requirements and to treating all such customers fairly and with respect and in a way that is both sensitive and flexible.

We know that there are lots of different factors and life events which may cause vulnerability, whether it be long-term or on a temporary basis. Anybody can face circumstances that lead to them becoming vulnerable - temporarily or permanently. This might include a physical or learning disability, a physical or mental illness, physical or mental health problems, specific characteristics such as age or literacy skills, or changes in personal circumstances such as bereavement, job loss or changes in household income.

Some people might face other circumstances that will cause vulnerability, for example, low income or a sudden reduction in regular income, job loss, or living in an isolated rural area. We further recognise that people can experience a combination of circumstances at any point and that vulnerability might also change over time.

### 2 PLEASE MAKE US AWARE

If you have any special requirements or if you are dealing with vulnerable circumstances, please let us know. We have a company-wide approach to ensuring that all colleagues can help identify vulnerabilities in a customer and ensure the right support is in place to meet their needs. Our customer support team will always try to identify specific needs to provide specialised assistance where it's needed.

If you are happy to give us your consent, we will make a note of this on your customer account so that we remember your preferences the next time we speak. This will ensure that any advisors accessing your account are aware of your needs and that we continue to adapt our service in line with your requirements.

We will also do our best to offer you the right level of help and the most appropriate products and services to suit your needs.

### 3 OTHER ORGANISATIONS WHICH MAY BE ABLE TO HELP

The following organisations may also provide useful information and support to any of our customers with vulnerabilities:

- Mental Health Foundation ([www.mentalhealth.org.uk](http://www.mentalhealth.org.uk))  
Helping people understand, protect and sustain their mental health.
- MIND ([www.mind.org.uk](http://www.mind.org.uk))  
Advice and support to empower anyone experiencing a mental health problem.
- National Debt Helpline (<https://www.nationaldebtadvice.org.uk>)  
Free and confidential debt advice service run by the Money Advice Trust.
- Samaritans (<https://www.samaritans.org/>)  
Providing emotional support to anyone in emotional distress.
- Step Change (<https://www.stepchange.org/>)  
Expert debt advice and fee-free debt management.
- Alzheimer's Society (<https://www.alzheimers.org.uk/>)  
Information and support for people affected by dementia.

- The Royal National Institute of Blind People (RNIB) (<https://www.rnib.org.uk/>)  
A leading sight loss charity and the largest community of blind and partially sighted people.
- Action on Hearing Loss (<https://rnid.org.uk/>)  
The UK charity supporting deaf people and those with hearing loss and tinnitus.

The following apps also provide assistance to customers with vulnerabilities:

- Be My Eyes (<https://www.bemyeyes.com/>)  
An app for those who are blind or partially sighted
- Petralex (<https://petralex.pro/en>)  
An app specifically designed to help people with hearing impairments.
- Wheel Map (<https://wheelmap.org/>)  
An app which marks places for their accessibility
- Voiceitt (<https://voiceitt.com/>)  
An app for people with non-standard speech

## 4 CONTACT US

If you are in a vulnerable situation and need extra help, you can let us know by sending us an email to [info@giganet.uk](mailto:info@giganet.uk), by calling us on **0330 333 3006** or by writing to us at:

Giganet Limited.  
Forum 4, 3 Parkway, Whiteley,  
Fareham, PO15 7FH

following which we will register this on your account so that we can consider your extra needs. Any information you provide to us will be treated in strict confidence and in accordance with our [Privacy Policy](#).

## 5 DATE

This Policy applies with effect from 20 October 2021.