

## Supporting Vulnerable Customers

We understand that some customers may need extra support due to personal circumstances, and we are committed to providing the right assistance when it's needed.

### Who Might Need Extra Support?

A vulnerable customer is someone who, because of their personal situation, may find it harder to make decisions or access our services. This could be due to:

- **Health Issues** – A physical or mental health condition that makes managing insurance harder.
- **Life Events** – Things like bereavement, job loss,
- **Understanding Information** – Struggling with complicated terms or needing extra help to make decisions.


### How We Can Help

If you need extra support, we can:

- ✓ Use clear, simple language and avoid jargon.
- ✓ Offer information in different formats, like large print or audio.
- ✓ Give you extra time to understand your options.
- ✓ Talk to a trusted person on your behalf (with your permission).

### Need Help? Talk to Us

If you think you might need extra support, or if you're struggling with any part of your insurance, please let us know. You can:

 **Call us on 0161 537 5110**

 **Email us at: [claims@blagrove.com](mailto:claims@blagrove.com)**