

The Financial Conduct Authority (FCA) defines a **vulnerable customer** as “someone who, due to their personal circumstances, is especially susceptible to detriment, particularly when a firm is not acting with appropriate levels of care.”

Introduction

No one is immune to being vulnerable – it can happen to anyone, at any stage of life, under a variety of circumstances. We at PMS understand that this can lead to situations where you may require more help from us than our standard service. This policy outlines how we make sure that your individual needs are considered.

Objective

We want to make sure that all of our customers with vulnerabilities are treated fairly, based on their individual circumstances. The aim is that our full service is available to all customers, in a form that works for them.

Scope

This policy is relevant to all PMS customers and all potential customers who communicate with PMS.

Definitions

Being vulnerable can mean different things to different people. It is usually a result of personal circumstances that can lead to an individual being less likely to get the best service or less capable of making the best decision for themselves.

Vulnerabilities could be short-term, long-term or permanent. They could even reappear, meaning support is needed at sometimes, but not at others. Factors that might lead to vulnerability include losing a friend or relative, not being able to read or write, financial hardship, illness or disability. However, there are many more reasons that a person may be classed as having a vulnerability.

Policy Statement

We aim to treat you, our customer, as an individual and will consider your personal circumstances when communicating with you. The service provided to you by PMS, will be available to all our customers and presented in a way that means it is easy for each customer to make the best decision for them.

When we are informed of something that could make a customer vulnerable, we may securely record it for future reference if that is the right thing to do. This is only the case when we are clearly told about a vulnerability. We will carefully plan how to deal with a vulnerable customer to make sure that they are not disadvantaged in any way.

The vulnerability will not be shared outside of PMS and will not be a permanent record. Also, just because a vulnerability is recorded, that does not automatically mean that you will be treated differently. PMS understand that each situation is different and will be treated with all the necessary thought and consideration.

Please see our Privacy notice at www.preferredmanagement.co.uk for further information on how we hold and use personal information about you.

Contact us

To contact us with any questions or to let us know about a personal circumstance which you think we should know about please call our office on **0191 422 8826**.