

At SDX Motors, we are committed to providing a service that is considerate and sensitive to the needs of vulnerable customers. The Financial Conduct Authority (FCA) defines vulnerable customers as individuals who, due to personal circumstances, are especially susceptible to detriment, particularly when a firm is not acting with appropriate levels of care.

Definition of Vulnerable Customers:

A vulnerable consumer is someone who, due to their personal circumstances, is especially susceptible to detriment, particularly when a firm is not acting with appropriate levels of care.

Examples of Vulnerability:

Vulnerability can manifest in various ways, including but not limited to:

Mental health problems (e.g., depression or anxiety)

Difficult financial circumstances (e.g., recent unemployment)

Physical health problems (e.g., disability or long-term illnesses)

Communication skills (e.g., limited English proficiency)

Assisting Vulnerable Customers:

To support vulnerable customers, SDX Motors are committed to the following principles:

Clear Information: Providing clear information to customers before and after the sale to ensure informed decision-making.

Empowering Staff: Referring vulnerable customers to staff with the authority and discretion to take a tailored approach to their circumstances.

Flexibility in Service: Treating customers as individuals and adapting services to meet their specific circumstances.

Pro-Active Engagement: Contacting customers proactively to offer a tailored service based on their specific circumstances.

Specialist Advice: Referring customers to organizations that can offer specialist advice to assist with their vulnerability.

Guidance and Ethical Approach:

SDX Motors is dedicated to delivering an ethical approach by adopting and applying the right policies, standards, and approaches throughout all business activities. Full consideration is given to mitigating or vulnerable conditions, and advice and approval from clients are sought before taking any action in specific circumstances.

Process for Identifying Vulnerable Claimants (3 Stages):

Prior to Receiving a Case

Once a Case is Received

While Making First Contact with the Client

All staff are trained to display a positive attitude and demonstrate consideration for customers in financial difficulties. Regular dialogue with customers and advisory bodies ensures that staff are updated on changes in collection/sign-up policies and have up-to-date contact details for advisory groups within the client's area.

In accordance with legislation and best practice, SDX Motors will establish and maintain effective quality assurance systems for monitoring and reporting adult safeguarding issues, sharing relevant information across agencies.

External Guidance and Resources:

Customers and staff can find guidance on identifying and responding to vulnerable customers at:

www.fca.org.uk/consumer-vulnerability

www.bba.org.uk/publication/bba-reports/improving-outcomes-for-customers-in-vulnerable-circumstances

Several organizations provide specialist assistance to customers, including:

www.moneyadviceservice.org.uk

www.citizensadvice.org.uk

www.samaritans.org

This policy is designed to ensure that vulnerable customers receive appropriate support and understanding throughout their interactions with SDX Motors.