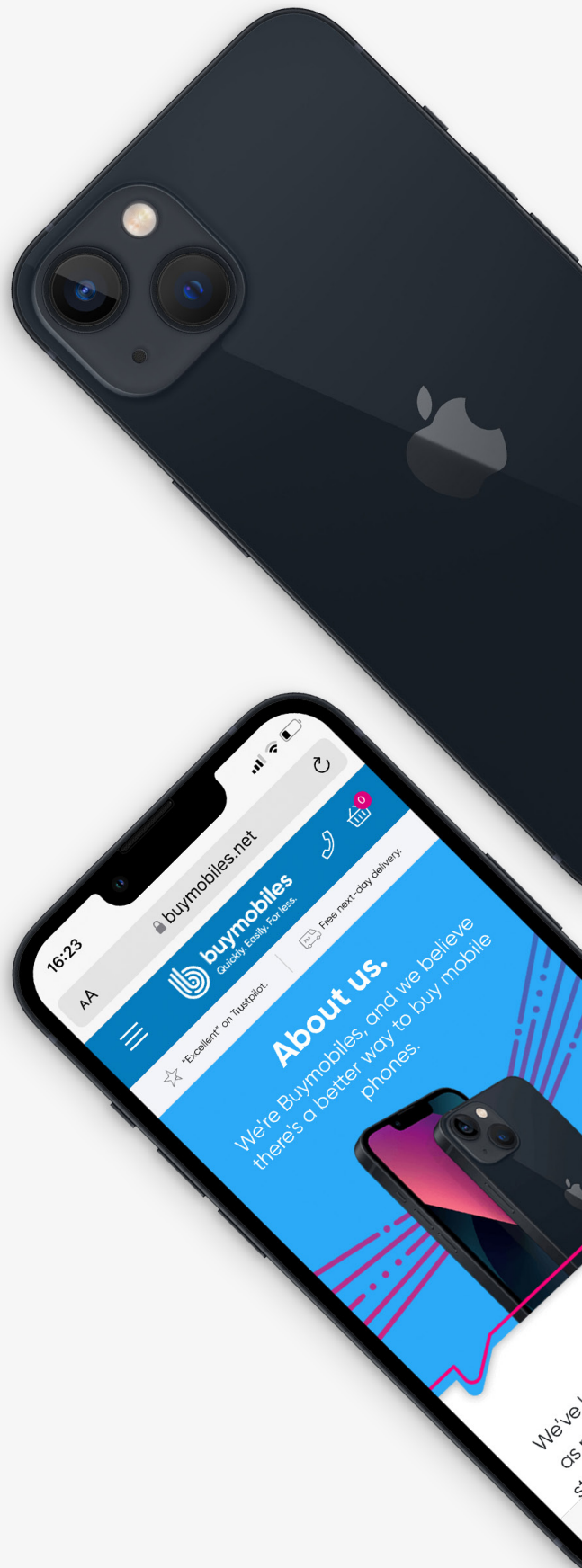


Provided by A1 Comms Ltd.  
trading as Buymobiles.

# Disabled and Vulnerable Customers Policy.

Updated: May 5<sup>th</sup> 2022



## Supporting Our Disabled and Vulnerable Customers.

### 1. Our Vulnerability Definition.

- 1.1. Some of our customers may struggle with certain things when it comes to using communications products. Customers may be considered vulnerable when they're:
  - a. Significantly less able to protect or represent their interests in the communications market; and/or
  - b. Significantly more likely to be at a disadvantage, or that disadvantage is likely to be more substantial.
- 1.2. Examples of personal circumstances that make some people more vulnerable are events such as bereavement, separating from a partner, pregnancy, serious illness, being a victim of fraud, domestic violence, loss of employment or financial difficulties. Some characteristics of vulnerability are age, physical or learning disability, low literacy, mental health issues and communications difficulties. These are not exhaustive lists however, as different life events and characteristics affect people in different ways. We are also committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains, consistent with our disclosure obligations under the Modern Slavery Act 2015. We expect the same high standards from all of our contractors, suppliers and other business partners, and as part of our contracting processes, we include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our suppliers will hold their own suppliers to the same high standards.

### 2. Our Vulnerability Policy Statement.

- 2.1. We're committed to treating all our customers fairly and with respect, including those who are in vulnerable situations.
- 2.2. We know that there's lots of different factors and life events which may cause vulnerability, whether it be long-term or on a temporary basis. For example, it could be because of age, a physical or learning disability or difficulty in communicating. We also understand that challenging circumstances and events like bereavement or separating from a partner can mean that you need some extra support to help keep you connected while you get back on your feet.
- 2.3. We'll do our best to offer you the right level of help and the most appropriate products and services to suit your needs. Our customer support team will always try to identify specific needs to provide specialised assistance where it's needed. Sometimes it isn't always easy for them to identify if you are experiencing difficulties, so please let the team know if you think they could help.
- 2.4. If you're in a vulnerable situation and need extra help, next time you call us, let your advisor know and we will do anything we can to assist you. You can be reassured that any information you provide to us will be treated in confidence and in accordance with data protection law with the policy