

## **People's Fibre: Vulnerable Customer Policy**

People's Fibre treats vulnerable customers fairly and gives them the help and support that they need to use our services effectively.

### **1. Who is a Vulnerable Customer?**

We understand that there are different circumstances (both temporary and permanent) that may mean you are a vulnerable customer. This may include factors such as:

- age;
- a physical or learning disability;
- a physical or mental illness;
- low literacy or communication difficulties;
- a change in circumstances (for example, bereavement, job loss etc); and/or
- financial difficulties due to low income or a reduction in regular household income

### **2. Identifying a Vulnerable Customer**

We encourage you to inform us when first taking our service if you consider that you may be a vulnerable customer or if you require any extra help or support or have any specific accessibility or customer service needs. **We would particularly encourage you to let us know if you are reliant on a landline, or your internet connection, for making telephone calls, e.g. if you do not have a mobile phone.** This can be done by contacting us through any of the options listed in the 'Contact us' section below.

We would also encourage you to inform us at any time of changes in your circumstances that may make you vulnerable or in need of extra help and support. Again, please contact us through any of the options listed in the 'Contact us' section.

When you let us know that you are vulnerable, we may log that information on our customer care systems. This is so that, if you deal with our agents again in the future, they'll be aware of your circumstances, and you won't have to explain them each time you contact us. We would like to reassure you that all information collected by us will be processed and managed in accordance with our privacy policy - <https://peoplesfibre.co.uk/gdpr-policy> . From time to time, we may check this information with you to ensure that our records remain up to date.

### **3. How will People's Fibre support vulnerable customers?**

We provide the following help and support for vulnerable customers:

- **Accessible formats:** We can supply large print, braille or audio versions of any documentation including any bills or invoices. Please contact us using any of the options listed in the 'Contact us' section below if you would like to receive documents in these formats.
- **Third party management, including bill management:** You can appoint someone else, such as a relative, trusted friend or carer, to speak to us about your account, receive copies of your bills and pay your bills. To set this up, please contact us through any of the options listed in the 'Contact us' section below. You will need to provide proof that they have Power of Attorney or

are an appointed Deputy if you want this person to make decisions about your account, e.g. to change your package or close your account.

- **Priority Fault Repair:** Whenever possible, you will be prioritised for any fault repair works in the event of a loss of service.
- **Debt challenges:** If you're struggling with money or your financial position has changed, we're here to help. Please contact us through any of the options listed in the 'Contact us' section below.

#### **4. Contact us**

Our team are always on hand to provide the necessary assistance and to answer any queries that you may have for us. There are four different ways to contact us if you have any questions about this policy or wish to let us know that you are a vulnerable customer. We're here to support you.

##### **By completing the Contact Form on our website**

<https://peoplesfibre.co.uk/contact-us>

##### **By Telephone**

You can telephone us on 0333 444 66 88.

##### **By Email**

You can email the team on [support@peoplesfibre.co.uk](mailto:support@peoplesfibre.co.uk)

##### **By Post**

It's not as quick, but if you prefer to send us a letter, you can write to us at:

People's Fibre  
46 Bank Street  
Braintree  
CM7 1UR

#### **5. Improving our services to you**

We're committed to continuously reviewing and improving the services we offer, as well as monitoring the effectiveness of our procedures. Please let us know if there is anything that we can do better to support you.

#### **6. Swish Fibre Group**

This Vulnerable Customer Policy applies to People's Fibre. People's Fibre is a trading name of Swish Fibre Limited or, as the case may be, a subsidiary company of Swish Fibre Limited.

