

Superdrug mobile

Vulnerable Situations Policy

At Superdrug Mobile we are committed to providing an excellent customer experience and making sure that our services meet the needs of all our customers.

Our regulator defines vulnerability as follows:

- Some people's ability to participate in communications markets and society is affected by factors such as their age, disability, income or geographical location
- Life events such as bereavement or illness can temporarily reduce people's ability to participate in society and/or increase their dependence on certain communications services

Vulnerability is about people's circumstances, which can change over time. In relation to communications, it can have a range of negative consequences:

- People may suffer financial detriment, for example if they are a victim of mis-selling or if they are unable to access the best deals
- They may become isolated if they are unable to keep in touch with family and friends
- They may not be able to participate as fully in society as they would wish

Vulnerability is far-reaching and has many forms, can be permanent or temporary and, it is therefore, not easy to state an all-encompassing definition. Vulnerability includes, but is not limited to, living with physical health issues or a mental illness, suffering from a mental impairment, having a learning disability, literacy or numeracy difficulties, having a speech impairment, life changes, or not speaking English as a first language. We look to support every situation individually and with sensitivity. You can update us of your specific needs at any time through any channel.

N.B. This policy does not limit your rights under the "Consumer Contracts Regulations", the "Consumer Rights Act" or any other statutory rights that you may have.



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Specific services

Superdrug Mobile already has services in place to support you if you find yourself in a vulnerable situation. However, if you need us to consider something else that we might not have, contact us directly to allow us to assist or direct you appropriately.

Debt management / financial hardship / unemployment

Superdrug Mobile offers support when a customer is facing tough times financially. If required please contact us to discuss, or, if you prefer, you can gain advice externally through organisations such as:

- Step Change: <https://www.stepchange.org>
- The Money Advice Services: <https://www.moneyadviceservice.org.uk/en>
- National DebtLine: <https://www.nationaldebtline.org>

Bereavement

Superdrug Mobile will make the process for account closure for a deceased customer as seamless and stress free as possible. All our channels are aware of the process for handling and supporting this situation. If required please contact us to discuss, or, if you prefer, external support is also available through support agencies such as:

- Samaritans: <https://www.samaritans.org>
- MacMillan Cancer: <https://www.macmillan.org.uk>

Power of attorney

On receipt of the power of attorney, Superdrug Mobile will register the authorised contact (noted on the power of attorney documents) on the customer's account. Superdrug Mobile will allow the authorised contact full access to perform any action on the account. If required, please contact us to discuss or for more general information visit:

- Gov.uk: <https://www.gov.uk/power-of-attorney>



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Authorised contact

Superdrug Mobile allows a customer to nominate a friend or relative to help manage their account. You can choose the level of access you want to give to an authorised contact. They could have full access to your account, which would give them permission to do everything as if they were the main account holder. Or if you want to restrict what they can do, please just let us know when you contact us and we can set up the correct access level.

Imprisonment

Superdrug Mobile offers support for our plan when a customer is facing imprisonment. If required please contact us to discuss.

Armed forces

Superdrug Mobile offers support for our plan when a customer is in the Armed Forces. If required please contact us to discuss.

Serious health issues, mental health issues, terminal illness or long-term illness

Following the provision of the required documentation, the account will be supported as appropriate. If required please contact us to discuss, or, if you prefer, you can gain advice externally through organisations such as:

- Mind: <https://www.mind.org.uk>
- Time To Change: <https://www.time-to-change.org.uk>
- Heads Together: <https://www.headstogether.org.uk>

Victim of fraud

There are many types of fraud and ways fraudsters will try to gain access to an account or private information. Superdrug Mobile are committed to supporting victims of fraud through a dedicated fraud team to manage customer concerns. If required please contact us to discuss, or, if you prefer, you can gain advice externally through organisations such as:

- ActionFraud: <https://www.actionfraud.police.uk>
- Victim Support: <http://www.victimsupport.org.uk/>



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Age

Although age is not always a vulnerability, the 85+ age group is a fast-growing segment in the UK. This means the proportion of the population with hearing, sight or other age-related difficulties is set to increase. Older consumers can be vulnerable not because of their age but due to a range of linked factors or situations they may be in. We promote customers to appoint an authorised contact to help manage affairs. If required please contact us to discuss, or, if you prefer you can gain advice externally through organisations such as:

- Age UK: <https://www.ageuk.org.uk>
- Independent Age: <https://www.independentage.org>

Complaints

Our customers are the most important part of Superdrug Mobile. We aim to give you a great service and we want you to enjoy being part of the Superdrug family. If we've done something you're unhappy about, we'd love the opportunity to do something positive about it.

Our complaints process allows you to tell us what's gone wrong so we can put it right and provide better service in the future. You can raise a complaint:

- Online via the following link: <http://help.superdrugmobile.com/en/articles/1778310-how-do-i-contact-superdrug-mobile>
- Over the phone by calling us directly on 03456 710 709

We aim to resolve your complaint as soon as possible and will keep you updated on when and how we propose to resolve it. We do our best to resolve all complaints within 14 days.

