

● Accessibility and Vulnerability Policy

Daisy Group are dedicated to providing services for customers who may require additional support to fulfil their individual needs, with particular attention paid to customers who may have a specific need due to any disability or vulnerability they may be experiencing.

Daisy Group classify a vulnerable customer as:

“Someone who is susceptible to additional risk of detriment, mis-selling and or unfair treatment due to personal circumstances which can change over time.

Such circumstances may include age, geographical location, financial difficulty, bereavement and communications difficulties due to physical or learning disability and or physical or mental illness.”

Daisy Group are committed to:

- **Ensuring staff are trained appropriately to recognise when a customer may require additional support or a specific need.**
- **The development and implementation of any tool or process to support our customers with any physical, emotional or hardship needs.**
- **Implementing a culture of empathic support for any vulnerable customers with difficulties they may be facing in respect of their services provided by Daisy Group.**

Emergency SMS is a UK service which provides customers who are deaf, hard of hearing or speech impaired access to the emergency services using an SMS text to 999, you will need to register your mobile phone in order to use this service. Please use the following link if you require further information or would like to register: <http://www.emergencysms.org.uk/>

A Text Relay Service is available for those who are hearing impaired or speech impaired. To access this service please use the following link - <http://www.ngts.org.uk/>, or for further information around Text Relay please refer to Ofcom’s guide found here - <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/accessibility/text-relay-guide>.

More information about Daisy’s Accessibility offerings can be found on our website at www.daisygroup.com/accessibility. Additionally, you can contact your dedicated customer service team for further information or to discuss your individual needs.

This policy is subject to annual review to ensure its continuing suitability.

Next Review: 1st October 2019