

our vulnerable customer policy.

OUR COMMITMENT TO VULNERABLE CUSTOMERS

The Financial Conduct Authority (FCA) requires all firms within financial services to recognise and understand the impact that life events, health, resilience, and financial capability may have on their customer's needs. Bspoke Underwriting Ltd is committed to ensuring that all customers, including vulnerable customers, are treated fairly and have equal access to our products and services.

VULNERABLE CUSTOMER POLICY

To this end, we have implemented a vulnerable customer policy within our business. The purpose of this policy is to set out our expectations when dealing with vulnerable customers throughout the end-to-end product lifecycle.

STAFF TRAINING

Our staff are trained to identify vulnerable customers and to provide the additional level of support they may require in order to meet their needs and achieve a good outcome. However, we acknowledge that vulnerability can take various forms, and is specific to each individual customer. Therefore, if you believe you meet the criteria for a vulnerable customer, please notify us of your particular needs so that we can provide the necessary support.

To view our vulnerable customer policy and/or to register as a vulnerable customer, please contact our Customer Relations Team in one of the following ways:

- **Email:** customerrelations@bspokegroup.co.uk
- **Telephone:** 0333 400 9070
- **Write to:** Bspoke Underwriting Ltd, Brookfield Court, Selby Road, Leeds, LS25 1NB