

At **Brentacre Insurance**, we recognise that our clients may be in difficult or stressful situations when seeking advice or assistance. We are committed to providing the best and most appropriate service, especially to clients who may be considered **vulnerable** and may require additional support or guidance.

Am I a Vulnerable Person?

A **vulnerable person** is generally someone who may be at greater risk of harm, disadvantage, or difficulty in accessing or understanding services. This can arise due to personal characteristics or life circumstances.

Below are examples of factors that may indicate vulnerability. This list is not exhaustive but is intended to help you assess whether you may need additional support from us.

Characteristics

- Age (particularly older or very young clients)
- Low income or financial difficulties
- Limited literacy or education
- Learning disabilities
- Cultural or language barriers
- Physical or sensory disabilities
- Mental health issues
- Serious or chronic health conditions
- Lack of access to the internet or digital services
- Caring responsibilities

Situations

- Risk or threat of harm (e.g. domestic abuse)
- Victim of crime or accident
- Bereavement or recent loss
- Loss of income or employment
- Relationship breakdown or divorce
- Recently left care

What to Do

If you believe that any of the above apply to you, or if you feel you may be vulnerable for any other reason, please let us know. Your disclosure helps us tailor our service to support your needs effectively. Please complete and return the form below, or speak with a member of our team in confidence.

Do you believe you may be a vulnerable client based on the information above?

☐ Yes ☐ No

If yes, please briefly describe your circumstances (optional):

Would you like us to make any adjustments to better support you?

☐ Yes ☐ No

If yes, please let us know what support you would find helpful (optional):

Name: _____

Date: _____

Preferred method of contact (phone/email/letter): _____

Yours sincerely,

Brentacre Insurance