



## iD Mobile's policy for vulnerable customers

iD Mobile has a number of services available for our vulnerable customers. This document aims to describe the support and services we offer to ensure our vulnerable customers get fair treatment for any accessibility needs.

We understand vulnerability comes in many forms and our customers can face circumstances that lead to them becoming vulnerable - temporarily or permanently. This might include:

- Unable to take care of themselves
- Managing poor mental health
- Managing a learning disability or has low literacy
- Managing a physical disability or illness
- Deafness or restricted hearing
- Blindness or restricted vision
- Communication difficulties
- Age-related vulnerabilities

iD Mobile understands our customers can experience temporary vulnerability through a change in circumstances such as loss of income, accident or injury, or becoming a victim of crime. We look to support every situation individually and with sensitivity. You can update us with any specific needs or accessibility issues you face at any time.

### **iD Mobile's Products and Services:**

#### **1. Documents in accessible formats**

Upon request we can produce a copy of your bill and / or terms & conditions in a format best for you and this service is provided free of charge. This includes large font, braille and audio formats.

#### **2. SMS access to emergency organisations**

This service, provided free of charge, enables you to send a text to emergency services instead of calling. Before using the service the iD Mobile number must be registered at



[www.emergencysms.org.uk](http://www.emergencysms.org.uk). It's free to text the E-SMS Service. An active SIM card and network coverage from a UK operator is required in order to make an emergency call.

### **3. Access to directory information**

We can provide access to directory information so our customers with visual impairments can access the numbers they need. Please contact BT Directory Assistance on [195](tel:195).

### **4. Third party bill management**

You can set up a trusted person to manage your payments with ID Mobile on your behalf. The nominated person must be aged 18 or over and can be a family member, friend or carer. To do this, you will need to download, complete and submit a "Third party bill management - [Nomination form](#) to us. Please note, you will still remain liable in the event of non-payment.

### **5. Setting up a Power of Attorney**

Power of Attorney provides the legal authority to third parties to deal with your financial affairs and is a safe way of allowing help with managing finances if you have an accident or an illness and cannot make your own decisions (you 'lack mental capacity').

You can submit any Power of Attorney documents to us by using one of our contact methods. On receipt of proofs, we will record the authorised person on your account and allow them to perform any action on your behalf.

For more information about power of attorney, you can visit [www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney)

### **6. Bereavement and other exceptional circumstances**

We understand that there will be times where you need to support a family member by closing an account due to bereavement. We try to make this as easy as possible for you. If the account holder has passed away, we'll need a copy of the death certificate or a copy of the Power of Attorney documents sent to us.

We also appreciate it can take some time for these documents to be issued. If you are in this position, please contact us.



## 7. Relay UK Services (Text Relay)

If you are hard of hearing, have a speech-impairment or are deaf you can use Relay UK services to connect by using the Relay UK app or a text phone.

To use this service, download the Relay UK app for free from the [Relay UK](#) website.

Your Relay UK service options are:

- **Type and Read;** if you can't hear and don't use your voice.
- **Speak and Read;** if you can't hear but can use your voice.
- **Type and Hear;** if you can hear but don't use your voice.
- **Speak and Hear;** if you have some hearing and use your voice.

There are lots of different ways of using relay UK Services. You can use your mobile phone, textphone or landline for the voice part of your conversation, and another device like a PC, laptop or tablet to view the text. Or you can do it all on your smartphone just as long as it lets you use the internet and make phone calls at the same time. For more information about how to use the services and to download Relay UK App please visit the [Relay UK](#) website.

## 8. Specialised phones

We range several phones available for purchase on [idmobile.co.uk](#) that help our vulnerable customers. These phones, manufactured by Doro, have large buttons and some are hearing aid compatible. Alternatively, to view these phones in person, please visit a Carphone Warehouse located within our Currys/PCWorld store.

## 9. Financial vulnerabilities

We understand that circumstances can change and as a result you may experience financial hardship. We can offer support and guidance during these tough times. For more details, please contact us.

We also encourage you to seek impartial and free advice through specialist national and local organisations such as:

- Citizens Advice - <https://www.citizensadvice.org.uk/debt-and-money>
- Step Change – <http://stepchange.org>
- The Money Advice Services - <http://moneyadviceservice.org.uk/>
- National Debtline - <http://nationaldebtline.org/>



- Help for Households - <https://helpforhouseholds.campaign.gov.uk>
- Money Helper - [www.moneyhelper.org.uk/en](http://www.moneyhelper.org.uk/en)
- Advice Northern Ireland <https://www.adviceni.net/money-debt/debt>
- Helpwr Arian Wales <https://adviser.moneyhelper.org.uk/cy>
- PayPlan Scotland <https://www.payplan.com/free-online-debt-help/>

There are a number of free debt advice services available both locally and nationwide, online over the phone or face to face. To find the one best suited your needs please visit <https://www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/use-our-debt-advice-locator> for more details.

### **10. Dedicated vulnerable customer team**

We have a dedicated team of specially trained customer advisers, with their own direct dial number, to ensure our vulnerable customers can get the help and support they need. Our team operates 7 days a week between 9 am to 6pm (excluding bank holidays) to ensure they are always on hand to help.

### **If you're a vulnerable customer and need to contact iD Mobile**

We keep a record of all our vulnerable customers. We have a number of different ways you can contact us to suit your communication preference. You can use any of the following methods:

- By phone. We have a team trained to give a high level of support to customers with vulnerability and/or accessibility needs. If you are vulnerable, you can contact our dedicated Vulnerable Customer Team on 0800 049 2376.

The team can capture your individual needs or situation and record it to ensure in future interaction with iD, the advisor will already be aware of your vulnerability and how best to support you.

Reserving this phonenumber for our vulnerable customers allows us to offer specialist help to those that need it the most.

- By using Text Relay Services
- By Post. If you contact us by post please include the following information in your letter and send it to "iD Mobile Ltd, PO Box 686, Salford M5 0PA"
  - o Your full name
  - o Your iD Mobile number
  - o Your billing address with postcode



o Details on which accessibility or vulnerability needs you would like us to assist you with

- Through our social media channels: Twitter and Facebook
- Online using live web chat
- The iD Community
- Visit us: You can visit us at Carphone Warehouse store located within Currys/PCWorld. Our store colleagues can help you discuss your options, provide expert technical advice and assist with any issues should something go wrong. Use our [store locator](#) to find your nearest store.

### **Continuous improvement and policy adherence**

At iD Mobile we are always looking for ways to improve our products and services for our vulnerable customers. If you have any suggestions, please raise your suggestions via the iD Community ([community.idmobile.co.uk](https://community.idmobile.co.uk)).

iD Mobile continue to ensure the procedures set out in this policy are adhered to at all times. We measure this through:

- Advisor and customer feedback
- Quality monitoring
- Complaints and follow-up analysis