



Eclipse Vulnerability Policy Statement

At Eclipse we are committed to treating all our customers with understanding and respect including those who are in a vulnerable situation.

We know that there are many events in life that can cause vulnerability, either on a long term or a temporary basis and we aim to provide help and assistance wherever we can. Vulnerability can affect anyone at any time. It can notably be caused by age, injury or illness and can sometimes make it difficult for people to communicate.

Events such as bereavement, divorce or an accident can take time to recover from and we understand that sometimes you may need a little extra help to keep in contact with those important to you until you're back on your feet.

If you are in a vulnerable situation and feel you need extra support to use our services, please tell us. We provide a range of services to help and can provide you with details of these.

Sometimes it's not easy for us to tell when people need extra help, but our customer support advisors will always do their best to provide help and make sure you're getting the support you need, when you need it.

We'll record that you've needed support with your services in the past, so the next time you call we'll already be aware that you may need support in the future.

Of course, your information will be treated in the strictest confidence according to the data protection laws and we won't share it with anyone else.

If you would like to speak to our customer support team for any reason please call us on 03451 224111.

If you find it difficult to contact us you may also nominate someone else who is able to talk to us on your behalf.

We take our responsibilities seriously and we are determined to provide the extra support vulnerable customers should expect from us. We will regularly engage with customer organisations to embrace their knowledge and improve the way we provide our services. We also welcome any suggestion for improvement, so feel free to contact us to provide any feedback.