

toob: customer vulnerability policy

1. background

At toob we are committed to delivering a fast, stable, responsive, and inclusive broadband service that helps our customers make the most of the digital world.

2. identifying vulnerable customers

We recognise that from time to time anyone can experience circumstances, whether long-term or temporary, that make them vulnerable. These may be factors related to your age, disability, bereavement, or perhaps you represent someone experiencing these.

If you are happy to give us your consent, we will make a note of this on your customer account so that we remember your preferences the next time we speak to you. We will use this information, where appropriate, to help us meet your needs. We will always treat this information privately and in accordance with our privacy policy (www.toob.co.uk/legal).

In the case of a bereavement, the deceased customer's next of kin will be asked to set up a new account in their own name. We usually ask to see a copy of the deceased person's death certificate to complete the closure of their account.

3. looking after our vulnerable customers

If you make us aware that you are experiencing vulnerable circumstances, our friendly customer care team will make sure you receive the care and attention you need to make sure any matters you raise with us are dealt with as quickly and easily as possible.

Please use the contact details at the end of this document to reach us and let us know how we might help you, for example, you might need copies of our important documents in an alternative format like Braille, large print, or voice recording.

At toob we fully support the 999 BSL Emergency Video Relay Service. For more information and to download the App, visit www.999bsl.co.uk.

Whatever the reason, please feel free to contact us and discuss matters further.

4. appointing someone to act on your behalf

If you need someone to act on your behalf, please let us know as soon as possible so that we can make sure we put arrangements in place to make this happen.

This person may have the status of Lasting Power of Attorney (LPA), Deputyship or Benefits Appointee or they will be someone you nominate for third party bill management.

What can this person do?

The table below summarises what your nominated representative can do when they have LPA or are your chosen third-party bill manager.

	Speak to us about your account	Receive copies of your bills	Pay your bills	Close your account/ make changes to your account
Third party bill manager	Yes	Yes	Yes	No
Lasting Power of Attorney /Deputyship /Benefits Appointee	Yes	Yes	Yes	Yes

Source: Ofcom

To let us know that you wish for someone to act on your behalf, please use the contact details at the end of this document to get in touch with us.

When a person has **Lasting Power of Attorney (LPA)**, please send us a certified copy of the LPA certificate or document that shows this. It should be completed, signed, and registered with the Office of the Public Guardian (OPG) (or Office of the Public Guardian (Scotland) or Office of Care and Protection (Northern Ireland)). This should be stamped by the OPG/OCP on every page or signed on every page by the donor, a solicitor, or notary public. For more details on **Lasting Power of Attorney** please visit <https://www.gov.uk/lasting-power-attorney-duties>.

People that have been granted **Deputyship** or act as a **Benefits Appointee** can also deal with an account in this way. To notify us of these statuses, please contact us and send a copy of the relevant documentation that should be signed or stamped by the issuing body, a solicitor, or notary public.

If appointing someone to act as a **third-party bill manager**, please call us with that person present so that we can verify your account holder details and speak to the third party and take their relevant information.

We will always reply to you in writing to confirm your instructions.

Any information and documents you provide will be looked after according to the relevant data protection laws.

We reserve the right to decline or further investigate requests for third parties to manage your account if we are in any doubt of the authenticity of documentation or information provided to meet our legal obligations such as anti-money laundering and fraud prevention.

5. providing information in different formats

We understand that sometimes you might need to have copies of our important documents such as terms and conditions, contracts, and policies in an alternative format. We can supply these to you in Braille, large text, or voice recording at your request. If you need these at any time, please contact us using the details at the end of this document.

6. where else you can find help

You might also like to speak to external organisations that can provide specialist support and advise.

Age UK – help for every older person when it's needed the most

0800 169 6565

www.ageuk.org.uk

Citizens Advice – confidential advice for everyone whatever you are facing

www.citizensadvice.org.uk (find your nearest advice centre [here](#))

Mind – for better mental health

0300 123 3393 or text 86463

www.mind.org.uk

Money Advice Service – Free and impartial money advice from UK Government

0800 138 7777

www.moneyadviceservice.org.uk

The Samaritans – a confidential service that can talk to you about anything you're going through

116 123 – call at any time from any phone for free

www.samaritans.org

7. how to contact us or obtain copies of our key documents

Should you have any questions about this policy please contact us using the details below. You can also contact us if you wish to obtain additional copies of this policy or our other key documents in Braille, large print, or voice recording. We aim to have this with you within 14 days of your request being received and will always let you know if, for any reason, we cannot meet this deadline.

Write to us at:

Building 4000
Lakeside North Harbour
Western Road
PORTSMOUTH
England
PO6 3EN

send an email to helpdesk@toob.co.uk; Or call us on **023 9300 9300**.