

ACCESSIBILITY AND VULNERABLE CONSUMERS POLICY

Registering your accessibility needs or personal circumstances

We strive to treat every customer fairly and to support those who need a little extra help. As such, we will always tailor our services to your personal circumstances.

We're committed to making all our products, services and online content accessible and inclusive for everyone. This means continually taking onboard your feedback and removing every unintentional barrier.

Please let us know if you have any impairments or specific personal circumstances so that we can tailor our services to meet your needs.

If you contact our friendly team we will highlight your account. This means our staff can respond to your needs appropriately in the future.

Email	support@fusionfibregroup.co.uk
Call	0333 305 7560
Opening hours	Monday to Thursday, 9am to 5.30pm and Friday 9am to 5pm

Visual impairment options

We offer a range of accessible contact channels. Please advise our team if you require correspondence in an alternative format, including:

Large print

Size 20, 24 or 28 font on standard white or coloured paper. Light green, pale blue, red, yellow or pink paper can make it easier to read.

Braille

Grade 1 or 2.

Audio

Use a screen reader or file viewer software to play the CD's rich text format version of the document.

Financial assistance

If you are experiencing difficulties or need extra support, our accounts team is ready to help however they can.

To discuss your options and potential payment plans, please call 0333 305 7560 or email accounts@fusionfibregroup.co.uk.

For free, unbiased, independent advice about money and debt, as well as financial tools and information, you can also speak to:

National Debt Line

Visit: www.nationaldebtline.org/

Call: 0808 808 4000

Citizens Advice

Visit: www.citizensadvice.org.uk/

Email: debt.advice@citizenadvice.co.uk

Advice UK

Specialist advice for minority communities and people with disabilities.

Visit: www.adviceuk.org.uk/

Call: 0800 144 8848

Step Change

Visit: www.stepchange.org/

Call: 0800 138 1111

Money Advice Service

Visit: www.moneyadviceservice.org.uk