



# Vulnerable Customer Pamphlet.

Valitor Limited.

2023

**VALITOR**

## **Our Commitment to Vulnerable Customers**

The Financial Conduct Authority (FCA) requires all firms within financial services to recognise and understand the impact that life events, health, resilience, and financial capability may have on their customer's needs. Valitor Limited is committed to ensuring that all customers, including vulnerable customers are treated fairly and have equal access to Valitor's products and services.

## **Vulnerable Customer Policy**

To this end, we have implemented a Vulnerable Customer policy within our business. The purpose of this Policy is to set out our expectations when dealing with vulnerable customers throughout the end-to-end product lifecycle.

## **Staff training**

Our staff are trained to identify vulnerable customers and to provide the additional level of support they may require in order to meet their needs and achieve a good outcome. However, we acknowledge that vulnerability can take various forms, and is specific to each individual customer. Therefore, if you believe you meet the criteria for a vulnerable customer, please notify us of your particular needs so that we can provide the necessary support.

To register as a vulnerable customer, please contact us in one of the following ways:

Phone : 0808 204 0349 (Lines are open Monday – Friday 9.00 am – 5.00 pm)

Email : [customercare.uk@rapyd.net](mailto:customercare.uk@rapyd.net)

In Writing :

Rapyd, Suite 26, Weston (Business Centres) Ltd, The Stansted Centre, Parsonage Road, Takeley, Essex, CM22 6PU