

*The right cover at the right price*

## Vulnerability Policy

PCIB supports customers experiencing vulnerability.

The staff understands that vulnerability can be temporary, long-term or permanent and that anyone can experience vulnerability at some stage throughout their lives.

There are a wide variety of reasons why a customer may be experiencing vulnerability such as but not limited to:

- a disability,
- mental or physical health conditions,
- death of a family member,
- age,
- job loss,
- divorce,
- financial stress and hardship,
- family or domestic violence,
- natural disasters,
- remote locations,
- language, literacy and/or cultural barriers.

We understand that a customer experiencing vulnerability has unique needs and may need additional support.

PCIB staff are committed to recognising and supporting customers experiencing vulnerability.

We ensure that you are provided with the service you need and will work with you to identify how best to provide support.

Our customers are encouraged to speak with one of our staff regarding your specific needs.

**Peter Collins**

Director

14<sup>th</sup> September 2022