

Pastel Group Ltd (Pastel), operates a culture of enhancement of customer satisfaction specific to the telecommunications industry. Our aim is to provide a personal, friendly approach to all of our customers.

In particular, we want to provide additional support as required for any customer with any specific needs in relation to any accessibility or vulnerability they may be experiencing.

**Pastel's classification of a 'vulnerable' customer is as follows: -**

**“Someone who is susceptible to additional risk of detriment, mis-selling and or unfair treatment due to personal circumstances which can change over time”.**

**“Such circumstances can include age, physical location, income, bereavement and communications difficulties due to physical or learning disability and or physical or mental illness”.**

Pastel is committed to: -

1. Training staff to recognise where a customer may potentially be vulnerable, require additional support or have a specific need.
2. The support of any customer with any short; mid or longer term special needs.
3. The development and implementation of any tools or process to support our customers with any physical, emotional or hardship needs.
4. Implementing a staff culture of empathetic support for any vulnerable customers with any difficulty they may face in respect of their services provided by Pastel.

Emergency SMS is a UK service which provides customers who are deaf, hard of hearing or speech impaired access to the emergency services using an SMS text to 999, you will need to register your mobile phone in order to use this service. Please use the following link if you require further information or would like to register: <http://www.emergencysms.org.uk/>

A Text Relay Service is available for those who are hearing impaired or speech impaired. To access this service please use the following link - <http://www.ngts.org.uk/>, or for further information around Text Relay please refer to Ofcom's guide found here - <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/accessibility/text-relay-guide>.

## Please talk to us.

Please do let us know if you have any concerns. Our dedicated UK based customer support team are on hand to discuss your individual needs. Just call us on: 03300 538898 or email: [hello@pastelgroup.co.uk](mailto:hello@pastelgroup.co.uk)