



# Vulnerability Policy

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## Zen Vulnerability Policy

Zen is committed to treating all customers fairly and with respect, including those customers who might be in vulnerable situations.

In life we face many challenges, and sometimes we might face situations that may make us vulnerable. This might be because of age, physical or mental disability, or difficulty in communicating.

Here at Zen we understand that these situations may be temporary or long term, but that our customers may require additional help or support in these situations, and staying connected may well be essential to you in order to resolve your particular concerns.

Zen will always try to offer help and support to any of our customers who are faced with hardship, disability or who are vulnerable.

Our sales and customer support staff will be able to discuss any specific requirements with you if you make them known and will try to identify these. Please bear in mind that it's not always easy for them to recognise when one of our customers is in difficulty, so please do make them aware if you think you need some additional help and support. They will advise you on products and services that might help you.

If you are in a vulnerable situation or require extra help, please tell us, and one of our customer service staff will note any additional needs on your account. You can do this by one of the following options:

### **1. Calling us on 01706 90 2000.**

Our opening hours are:

Sales - For Home Services - 09:00 - 20:00 Mon - Fri and 09:00 - 17:00 Sat.

Technical Support Team - 08:00 - 20:00 Mon - Fri and 09:00 - 17:00 Sat & Sun.

Customer Billing Team - 09:00 - 17:00 Mon - Fri.

Provisioning Team - 09:00 - 17:00 Mon - Fri.

### **2. Via our Live Chat here <https://www.zen.co.uk/contact-us>**

For all contact methods, go to <https://www.zen.co.uk/contact-us>

You can also give your permission for someone else to contact us on your behalf - please rest assured that any information you give us will be treated in the strictest confidence and in accordance with data protection law.