**Customer Support Needs**

A support need is anything that will help customers get the most out of our interactions with them. We want our customers to be able to access our products and services without barriers. So, where possible, we will adjust certain processes, or how we communicate with customers.

Our ask of you where you identify a customer support need is that you ask the customer if you can capture this and share this with us to understand the customers need.

Support needs can be permanent or temporary, once you tell us we will record the customers need so that they do not need to keep reminding us.

**What might cause a customer to have different support needs?**

* **Health** – physical or mental health conditions or illnesses.
* **Life events**– such as bereavement, divorce or relationship breakdown.
* **Resilience**– this can be financial or emotional resilience. For example, a life event can make it hard to cope with stressful or unexpected situations. Low savings can make it hard to cope with an unexpected bill.
* **Capability** – low knowledge or confidence in finance, poor literacy, numeracy or digital skills.

**How to communicate needs with us?**

Where you identify a customer has support needs and have gained their consent to record this and share it with us please complete the form below and email this to [brokers@theloughborough.co.uk](mailto:brokers@theloughborough.co.uk) or you can post this to **Intermediary Sales, The Loughborough Building Society, 56 Woodgate, Loughborough, Leicestershire, LE11 2TZ**

**How will we support?**

At Loughborough Building Society, we understand that life can present various challenges for customers, some of which may impact an individual's ability to understand information or manage their financial affairs. Our commitment is to provide a supportive and inclusive service, including for those customers who have different needs.

We will handle such situations with empathy, sensitivity, and discretion and look for ways we can support the customers needs, there is no one solution so we may speak to you to understand a little more about how we work together to ensure our mutual customer is supported.

We invite you to engage with us openly and let us know if you require any additional assistance or support.

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**Customer Support Needs Notification Form**

**Mortgage Application Number:**

**First Name:**

**Surname:**

**Date of Birth:**

**Tell us about the customers need, we do not need to know the customers condition unless a customer would like us to understand this and has provided explicit consent to record this information.**

By submitting this to Loughborough Building Society you are providing consent for notes to be added to your account(s) so we are aware of any action we need to take in relation to providing extra support. This consent can be withdrawn at any time.

**Please note:**

* Customers must be asked for consent to record and for this to be shared.
* Where a customer does not consent but there is a risk of financial harm by not disclosing you have a duty of care to the customer to highlight this.
* We may need to share information with third parties to safeguard the customer where we suspect financial abuse.
* If you are unsure and need guidance on how we can help a customer, please talk to us.

Email this to [brokers@theloughborough.co.uk](mailto:brokers@theloughborough.co.uk) or you can post this to **Intermediary Sales, The Loughborough Building Society, 56 Woodgate, Loughborough, Leicestershire, LE11 2TZ**

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