

UK Search Limited – Covid-19 - Approach to Customers

UK Search Limited (UKSL) is approaching its response to the Covid-19 pandemic in line with best practice and as advised by the Financial Conduct Authority and the Credit Services Association.

Supporting and helping our clients and customers is at the forefront of UKSL's strategy during these unprecedented times. As such UKSL are adopting the following measures:

- Forbearance for customers with an understanding that customers' circumstances are likely to get worse in the coming days and weeks;
- The offer of payment holidays, breathing space or reduced payment plans where necessary;
- Subject to client approval, sending communications to all customers explaining what we will do to help them in this situation so that customers do not fear contact and know we are there to listen and to help them;
- Concentrating on helping customers on inbound calls and e-communications;
- Being extra vigilant to those that are vulnerable through ill health or become financially vulnerable;
- Having an understanding that most customers who engage with us themselves have a desire to sort their affairs out with us and have the peace of mind that we are helping them to get debt free;
- Maintaining ongoing engagement with customers;
- Having frequent payment plan reviews to make sure they remain affordable to the customer;
- Publicising on the customer portal, the measures we are taking to help and support customers including help line information and self-servicing options;
- Constantly reviewing the overall situation, our approach and its impact on customers;
- Reinforcement of UKSL's treating customers fairly policy.

Through these measures, UKSL wish to be there for all our clients and even more importantly supporting all customers during this time.