



SUPPORTING VULNERABLE CUSTOMERS

At Metro Bank, we are all about providing unparalleled levels of service and convenience to your customers; this means identifying when customers are vulnerable or are at risk of becoming vulnerable.

We have launched a dedicated **Vulnerable Customer** section on our intermediary website to help you understand how to identify a vulnerable customer and a **Mortgage Payment Support** page which your customer can visit if they are worried about their finances.

What to do when identifying a vulnerable customer

If the customer is happy to discuss and has given their permission, please ensure you record that the customer is vulnerable within the notes section of the mortgage application form, along with any supporting information.

Our Mortgage Servicing Team will give the customer a call back during onboarding to confirm the additional support that we are able to provide.

Want to get in touch?

Get in touch with your local BDM; they would love to hear from you. **Find your BDM here**. Or call our Broker helpdesk on **020 3427 1019**.