



mobile

VOXI Mobile

Online VC policy

Date: 13 / 10 / 2025

Supporting Vulnerable Customers – Ways we can help

At VOXI Mobile, powered by Vodafone, we put supporting customers at the heart of our business. We recognise each customer as an individual and that each customer's individual needs are considered and supported.

In this document, we will describe the ways in which VOXI can help customers in vulnerable circumstances use our services in the way that works best for them.

At VOXI, we describe a vulnerable person as someone who may have one of the following characteristics:

- Physical or learning disability
- Physical or mental illness
- Low literacy
- Communication difficulties
- Financial difficulties
- Changes in circumstances such as bereavement, job loss, relationship breakdown or being affected by an emergency
- Digital Exclusion
- Age

We also understand that you can experience 'temporary' vulnerability due to circumstances such as bereavement, loss of income, accident or injury.

How we can help

We are focussed on delivering the best care and support that responds flexibly to the needs of our customers throughout each stage of your journey with VOXI and have outlined below ways in which we can help.

We keep this policy under regular review to ensure it continues to meet the needs of our vulnerable customers. We also make sure we hold ourselves to it. All staff you encounter are trained annually in how to deliver the support we offer, and we monitor their performance and your feedback to identify where improvements are needed.

Understanding your support needs

To ensure we can provide you with the best possible care and support when you need it, you have the option where we can add a 'flag' to your account so that we are aware of your support needs when you contact us and don't have to repeat information each time you contact us. Flags can be updated or removed at any time upon request. You can add a flag in your online account through settings or alternatively if you would prefer to speak

to someone to add a flag you can call 191 and one of our team can add this for you and talk through the support we offer

Communicate with us in a way that suits you

At VOXI, we recognise the importance of providing customers with options to contact us in a way that suits their individual needs

- **Prefer face to face communication:** You can visit our store colleagues who can talk you through our different devices and provide you with the best service and support. [Find your nearest store | Vodafone](#)
- **Prefer to speak to someone on the phone:** Call and speak to one of our contact centre teams by dialling 0808 005 7463,
- **Prefer to communicate in writing:** You can chat with our digital assistant [Tobi](#) for help with most queries or to be pointed to the right team if he is unable to help.
- **BSL Sign Video** – Sign Video enables you to speak to our customer service agents using British Sign Language (BSL). For more information on how to use this service go to [Our products and services are for everyone | VOXI Mobile](#)
- **Relay UK** - If you're deaf, hard of hearing or speech impaired, you may prefer to use Relay UK to make calls. When you use Relay UK, a BT assistant will read out your message to the person you're calling and type their reply to you. For more information visit [Relay UK - homepage | Relay UK](#)

Online Support Pages

If you prefer to read through the support we offer in your own time, we have a [dedicated online page to support vulnerable customers who may require assistance with accessibility needs, financial support or changes in circumstances / life events](#) such as bereavement or critical illness.

Health and Accessibility Needs

We offer a number of support options for our customers with health or accessibility needs. These include;

- **Specialised Communications** - We provide specialised format communications in formats such as braille, large print, audio files or cream-coloured backgrounds free of charge for customers who may require forms of communication in this format.
- **195 Directory Enquires** - For customers that have visual impairments we can provide access to 195 directory enquires so that you can get information about the numbers you need without using a phone book.
- **Text and video relay** - All of our customers with hearing or speech impairments are able to contact us using text or video relay and can use mobile, tablets or laptops to do this.
- **Emergency texting** - Customers with hearing or speech impairments can make use of this service, which enables them to send a text to the emergency services instead of calling.

Life Events

We understand that life can be unexpected and there may be changes to your circumstances where you may need additional support. We can help with the following.

- **Add a nominated contact** - If you have difficulty managing your account, you can nominate a person to help look after your account.
- **Power of attorney** - If you have a power of attorney, our dedicated team can support you in getting this set up for your VOXI account: [Our products and services are for everyone | VOXI Mobile](#)
- **Bereavement support** - We understand that it is a very difficult time when a loved one passes away, and we are here to support. We have a dedicated team to help support and talk through how we can help or if you would prefer not to speak to someone you can also complete a form on our website that requires minimal information. [Bereavement form | Vodafone UK](#)
- You can also use Life Ledger to tell us about a bereavement. It's free to join and lets you notify other UK companies about a bereavement from one place.
- **Cruse UK** - The loss of a loved one is an extremely difficult time and we understand that you may need some additional help and support as you grieve. Cruse UK can provide additional support and grief counselling to help you through this difficult time
- **Critical illness support** - We understand that living with a critical illness can be a difficult time and you may wish to make some changes to your account, this may include closing the account or transferring to a friend or family member. We have a dedicated team who can help support, you can find more information about how to get in contact here. [Critical illness form | Vodafone](#)
- **Domestic and Economic Abuse Support** - If you're experiencing any kind of abuse, we can support and make a number of changes to your account to help protect your information and your finances.
- **Updating your account** - We can support by removing a named contact, changing your contact details, changing passwords/ logins, or arranging a number change.
- **Refuge UK** - You can also get support from Refuge, the UK's largest domestic abuse organisation if you are experiencing domestic abuse. They can help you understand [how to identify abuse](#). If you're worried an abuser is watching what you do online, Refuge explain how to hide your online activity in their [guide to browsing safely](#).
- **Bright Sky App** - The Bright Sky App offers practical help and support with domestic abuse whether you are in an abusive relationship or concerned about someone else. The App is available in English, Polish, Punjabi and Urdu You can download the App
 - For iOS: [Bright Sky App on App Store](#)
 - For Android: [Bright Sky - Apps on Google Play](#)
- **Zoteria App** - Designed to create a safer world for LGBTQ+ people by empowering them, connecting them with their community and helping them find the right support whenever they need it most. You can download the App

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- For iOS: [Zoteria App on App Store](#)
 - For Android: [Zoteria App on Google Play](#)

Financial Support

- **Social Tariff** – if you are in receipt of government benefits we offer a social tariffs: [VOXI For Now - Help for those who need it the most | VOXI](#)
- **[StepChange Debt Charity](#)**: StepChange are the UK's leading debt charity for free expert advice and debt management.
- **[Citizens Advice](#)**: You can get independent and impartial advice from the Citizens Advice on a wide range of topics - not just finances. They can advise and help with rental problems, separating, immigration, parking tickets and more.

Addiction

Gambling

If you're worried about how much you're spending on gambling we can support by adding a content bar to your account to restrict access to gambling websites from your devices

You can also get additional support from the National Gambling Helpline who are a leading provider of information advice and support for anyone affected by gambling harms. You can reach them by;

- **Phone:** 0808 8020 133 (24 hour)
- **Website:** www.gamcare.org.uk

There are also other types of addiction where you may require additional support

Alcohol addiction

Drinkline

- A free confidential helpline for people worried about their own or someone else's drinking
- Phone: 0300 123 1110 (weekdays 9am to 8pm, weekends 11am to 4pm)

Drug addiction

FRANK

- Free, confidential information and advice about drugs, their effects and the law. FRANK's live chat service runs daily from 2pm to 6pm
- **Phone:** 0300 1236600 (24-hour helpline)
- **Text a question to:** 82111
- **Website:** <https://www.talktofrank.com/>

Mental Health Support

We recognise that just as with physical health, mental health can be affected. We can offer support by setting up a trusted friend or family member to help manage your account if you are struggling to keep on top of things and need some additional help. This person will be able to support with things like discussing your bill, and making payments for you, however they will not be liable for any payments or debt on your account.

If you're worried about your mental health, you can also see your family doctor or GP about it. They should be able to give you advice about treatment and may refer you to another local professional who may be able to help.

There are also many support organisations who can help provide specialist support such as;

Mind – they provide information and support for people living with a mental health problem, or supporting someone who is living with a mental health condition

Phone: 0300 123 3393

Website: www.mind.org.uk

Email: info@mind.org.uk

CALM

CALM is the Campaign Against Living Miserably, a charity providing a mental health helpline and webchat

Phone: 0800 58 58 58 (daily, 5pm to midnight)

Website: www.thecalmzone.net

Samaritans

Confidential support for people experiencing feelings of distress or despair

Phone: 116 123 (free 24-hour helpline)

Website: www.samaritans.org.uk

Email: jo@samaritans.org

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