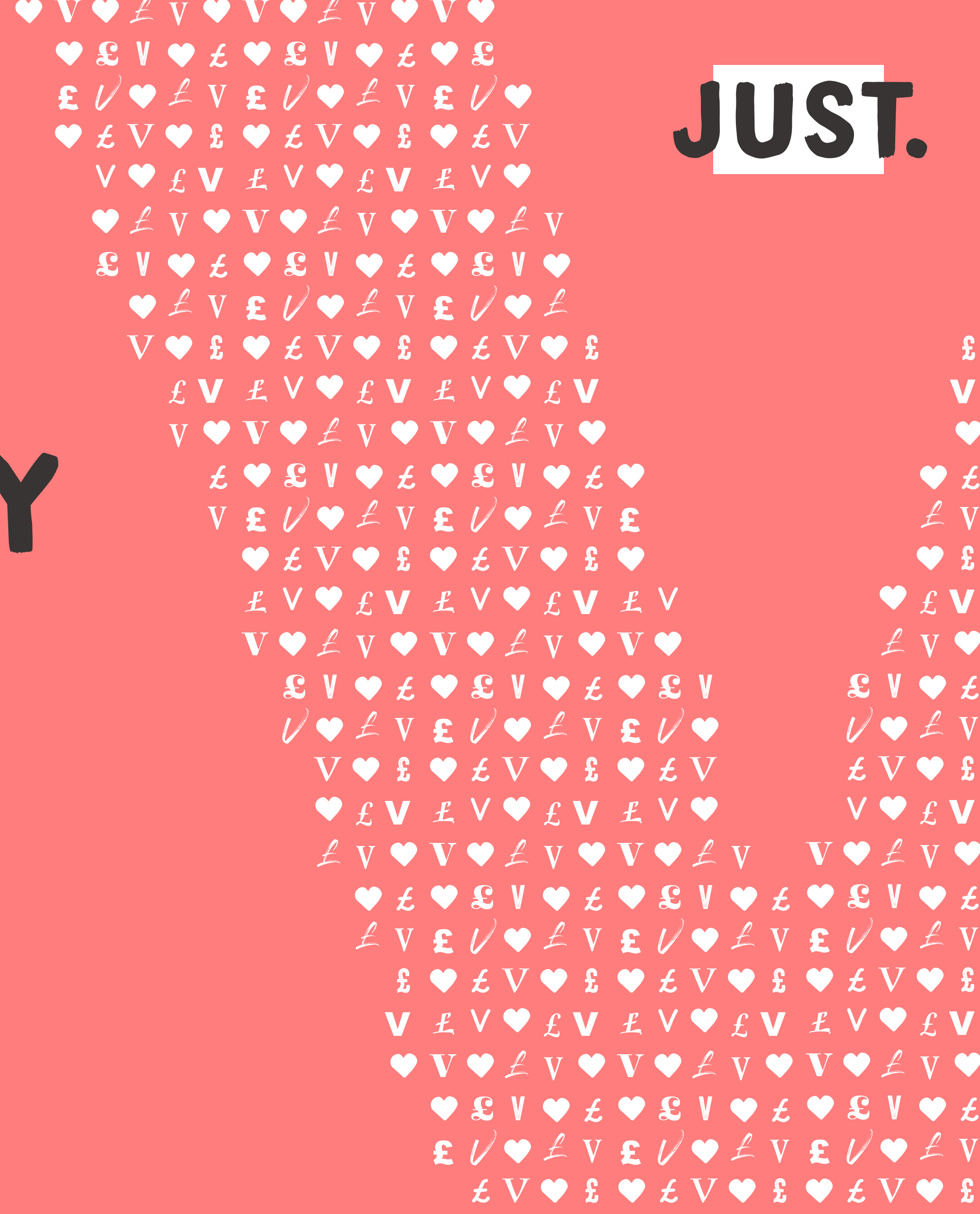


VULNERABILITY
MATTERS

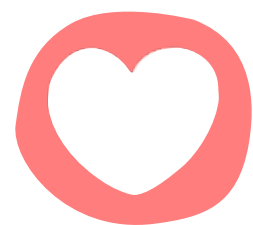
JUST.



FOCUSING ON VULNERABILITY MATTERS

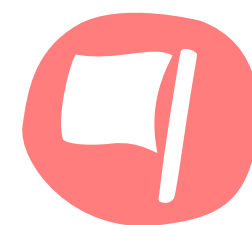
ANYONE CAN BE PERMANENTLY OR TEMPORARILY VULNERABLE – DUE TO INDIVIDUAL CHARACTERISTICS AND CIRCUMSTANCES OR THROUGH ACTIONS/ INACTIONS OF THE BUSINESS.

There are four identified key drivers which may increase the risk of vulnerability.



HEALTH

Health conditions or illnesses that affect the ability to carry out day-to-day tasks.



LIFE EVENTS

Such as bereavement, job loss or relationship breakdown.



RESILIENCE

The low ability to withstand financial or emotional shocks.



CAPABILITY

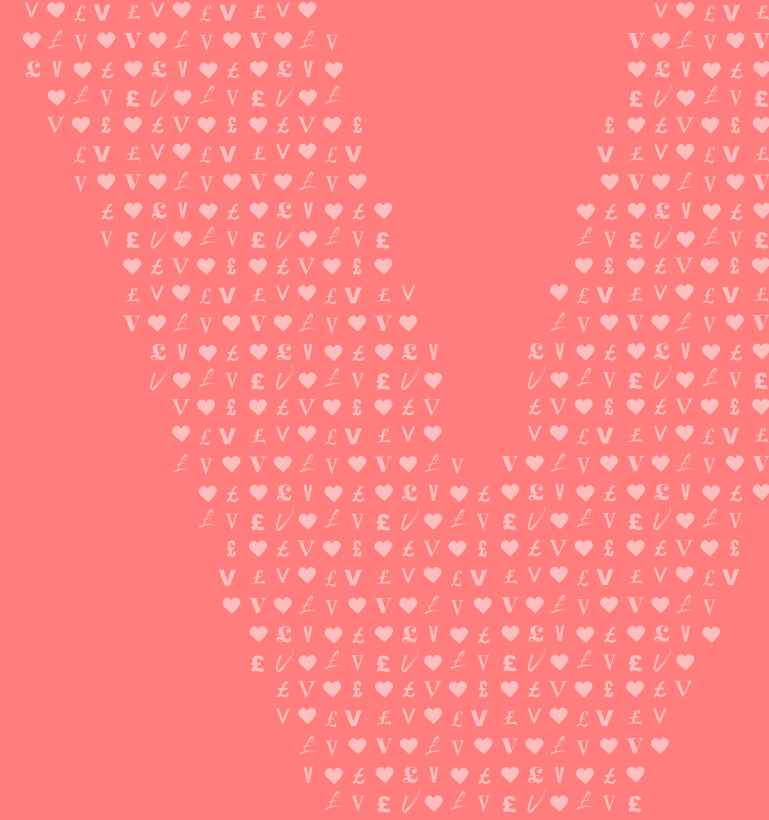
Low knowledge of financial matters or low confidence in managing money (financial capability). Low capability in other relevant areas such as literacy or digital skills.

The Financial Conduct Authority (FCA) defines a vulnerable customer as “someone who, due to their personal circumstances, is especially susceptible to harm, particularly when a firm is not acting with appropriate levels of care.”

Each of us has a part to play in meeting the obligations under the FCA’s Consumer Duty.

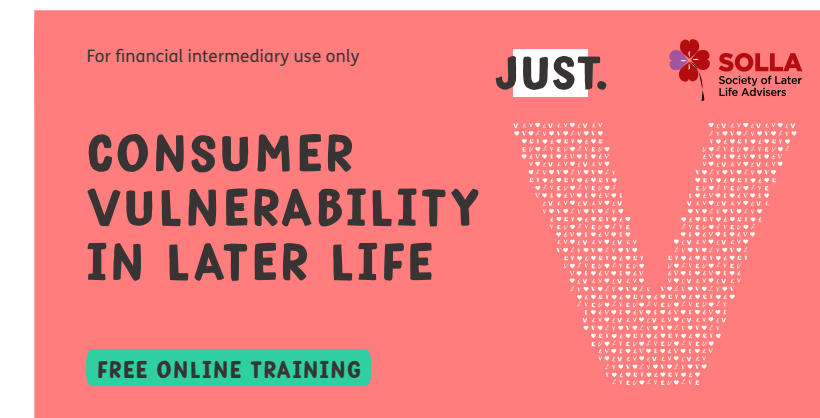
A significant element includes having an appropriate policy in place, which ensures clients in vulnerable situations are identified and supported.

VULNERABILITY SUPPORT FOR THE ADVICE COMMUNITY: OVERVIEW



VULNERABILITY SUPPORT FOR THE ADVICE COMMUNITY: TRAINING

**WORKING WITH PARTNERS,
WE'VE BEEN HELPING THE
FINANCIAL ADVICE COMMUNITY
TO ENHANCE THEIR KNOWLEDGE
ON VULNERABILITY MATTERS.**



FREE TRAINING FOR THE FINANCIAL ADVICE COMMUNITY

Since 2019, the Consumer Vulnerability in Later Life online training provided by Just with content created by SOLLA (the Society of Later Life Advisers), has been completed over 20,000 times.

The Financial Conduct Authority has identified the training as an example of good practice that could help advisers and other stakeholders improve their skills and capability, learning how best to support vulnerable customers and their families.

The training is free to use and offers 60 minutes of Continuing Professional Development (CPD), with a certificate for successful completion.



At Just we have a Dementia Friend Ambassador who runs information sessions, in the local communities, within intermediary businesses and with SOLLA advisers. This aims to help increase the understanding and support for those living with or supporting those with Dementia.

VULNERABILITY SUPPORT FOR THE ADVICE COMMUNITY: VIDEOS AND WEBINARS

WE’VE PRODUCED ENGAGING VIDEO CONTENT BY PARTNERING WITH COMENTIS, FOCUSING ON PARTICULAR SUBJECTS SUCH AS THE IMPACT OF COGNITIVE DECLINE AND VULNERABILITY MYTHS.

DISCUSSING VULNERABILITY

Vulnerability and the impact of cognitive decline

Martin Lines, Development and Events Director at Just and Beth Yolland-Jones, Clinical Lead at Comentis, have come together to provide an insight into cognitive decline to help you support your clients in vulnerable circumstances.



- Duration: 21:57
- 3:40 'Crystallised knowledge' and the application of life skills to problem-solving
 - 5:34 The different states of cognitive decline
 - 10:04 Identifying when clients may need more support
 - 15:16 Mental capacity and when to get an assessment
 - 18:04 Looking ahead with safeguards and the right support

Our webinars are designed to give a greater insight into important issues concerning the retirement market.

For financial intermediary use only



WEBINAR
VULNERABILITY
HOW TO
HELP THE UK’S
‘HIDDEN’ CARERS

10am 16 April 2024 | 60 mins CPD
Martin Lines with Tony Miles (My Care Consultant, Consumer Duty Alliance)

REGISTER NOW

VULNERABILITY MYTHS BITE-SIZED VIDEOS

Beth Yolland-Jones, Clinical Lead at Comentis, addresses some vulnerability myths with advice to help you ensure client wellbeing.



Myth: Recording vulnerability is a one-off task.
Duration: 0:33



Myth: A vulnerable circumstance is the same as a vulnerability.
Duration: 0:37



Myth: I can assume how a client will react to a life event.
Duration: 0:37



Myth: It's easy to spot a vulnerability.
Duration: 0:37



Myth: I can rest assured that a client's family is involved.
Duration: 0:38



Myth: It's hard to get support on vulnerability matters.
Duration: 0:32

VULNERABILITY SUPPORT FOR THE ADVICE COMMUNITY: LITERATURE RESOURCES

WE OFFER A RANGE OF
HELPFUL RESOURCES ON
JUSTADVISER.COM,
CREATED FOR THE
ADVICE COMMUNITY.

THEY'RE DESIGNED TO HELP ADVISERS:

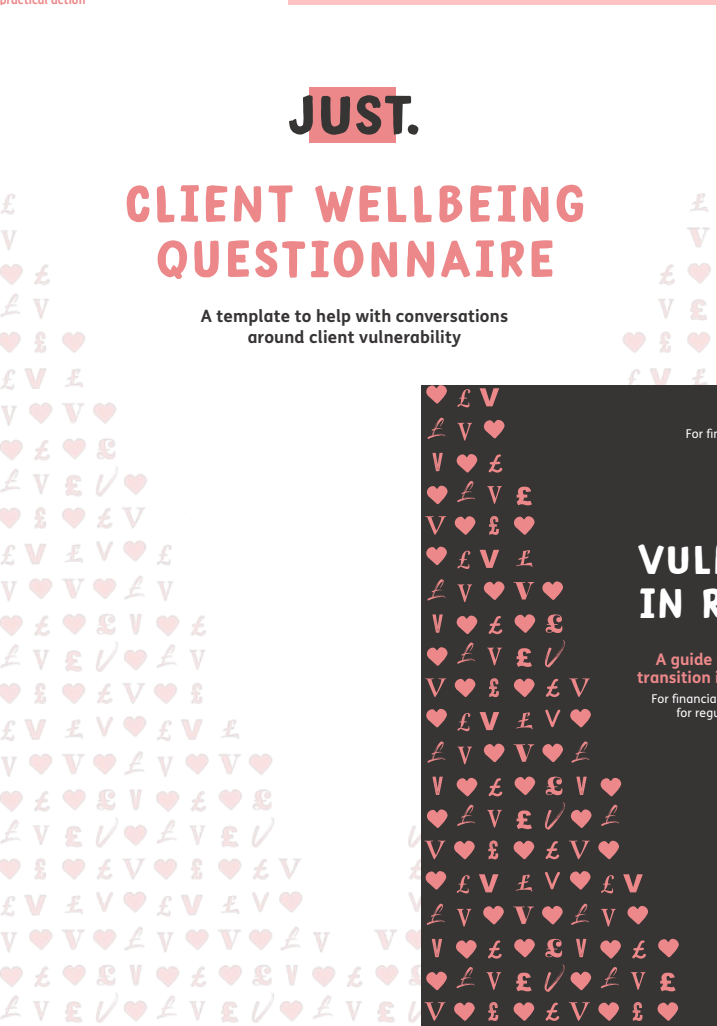
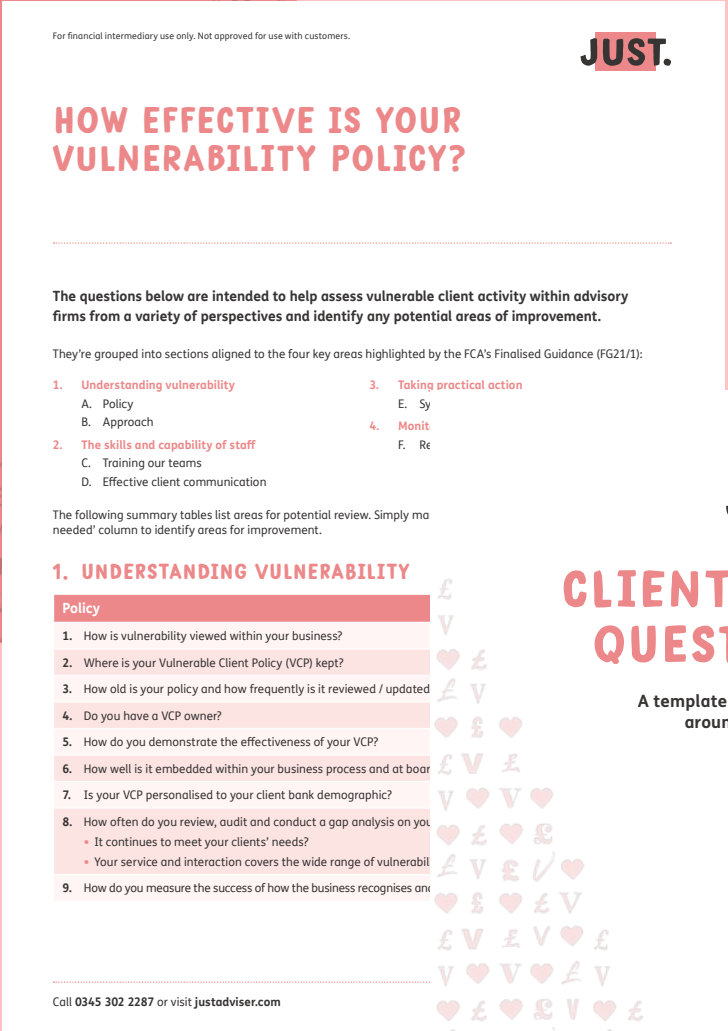
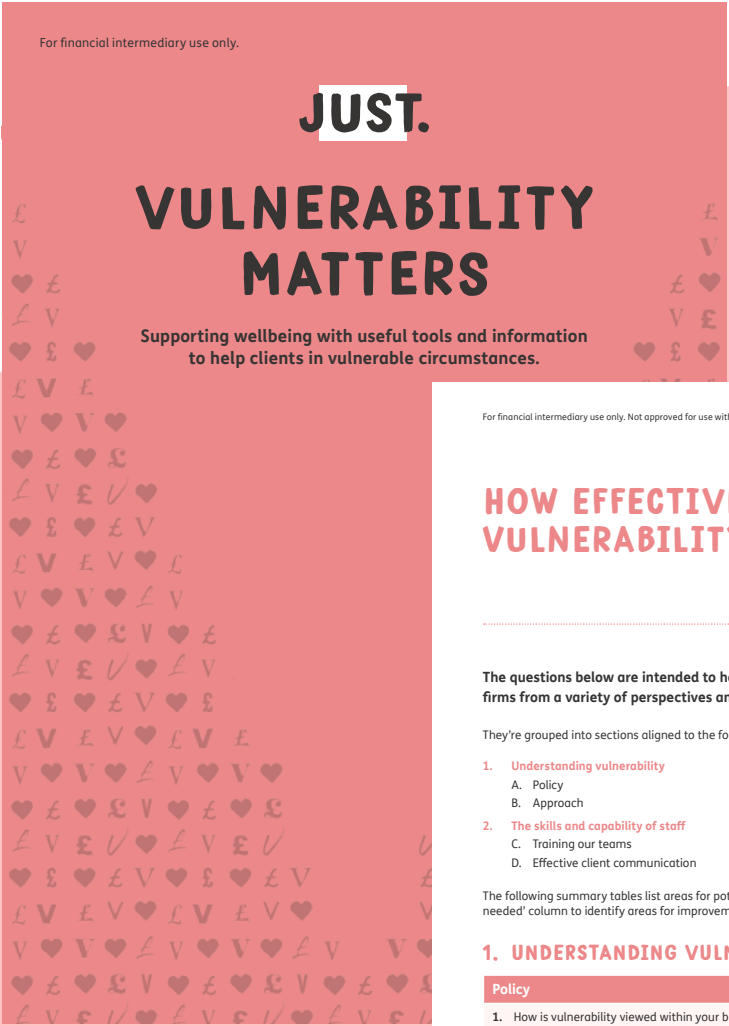
- understand the key drivers, which may increase the risk of vulnerability
- spot the signs of vulnerability
- assess and record vulnerability

ARTICLE

"It's impossible to define the number of vulnerable situations that might occur in later life, but amongst the most common relate to the ageing brain..."



Martin Lines
Development and Events Director, Just



VULNERABILITY SUPPORT FOR THE ADVICE COMMUNITY: ENGAGEMENT COMMUNICATION

OUR COMMUNICATION PROGRAMME
FOCUSES ON VULNERABILITY TOPICS
TO HELP ADVISERS SUPPORT THEIR
CLIENTS' WELLBEING.


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[View online](#)

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DISCUSSING
VULNERABILITY

THE IMPACT OF COGNITIVE DECLINE



Martin Lines

Just

Beth Yolland-Jones

Comentis

Dear Helen,

In our new video, Martin Lines, Development and Events Director at Just and Beth Yolland-Jones, Clinical Lead at Comentis, talk about **cognitive decline**.

Hear what they have to say about:

- 'crystallised knowledge' and the application of life skills to problem-solving;
- the different states of cognitive decline;
- identifying when clients may need more support;
- mental capacity and when to get an assessment; and
- looking ahead with safeguards and the right support.

Visit our vulnerability page to watch the full video.

Watch the video

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[View online](#)

IDENTIFYING
VULNERABILITY

CONSISTENTLY AND OBJECTIVELY

Welcome to your latest vulnerability update from Just

Dear David,

How subjective is identifying clients experiencing vulnerability at your firm?

Complementary manual and digital methods can be used to help ensure consistency and objectivity in your firms vulnerability process. Have you considered:

- Manual methods like questionnaires that can enhance consistent client file keeping; and
- Digital methods to record data which enable analysis for continual improvement

Access resources to help minimise subjectivity in the vulnerability process

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COGNITIVE CHANGES
AND VULNERABILITY

UNDERSTANDING THE STATES

Dear Charlotte,

How do you plan for an endless list of potentially vulnerable situations that may occur in later life? Some of your clients may experience the impact of these cognitive states:

- normal cognitive ageing
- mild cognitive impairment (MCI) and
- dementia

Understanding the challenges the different states might present could help you adapt your approach and provide the right support for your clients. In his article, Martin Lines, Development and Events Director at Just, talks about the ageing brain and how we process information.

Read the article

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[View online](#)

VULNERABILITY

SPOTTING LESS OBVIOUS SIGNS

Dear Mark,

How do you deal with the challenges of spotting signs of vulnerability - especially when they're less obvious? For example, a client may:

- have a non-visible condition
- not be aware they're in vulnerable circumstances, or
- choose not to disclose a vulnerability, because they're in denial, feel uncomfortable discussing it, or worry that it might have a negative impact on their outcomes.

When you create a safe disclosure environment for your client, they're likely to be more comfortable and open up in discussions.

We cover this topic and more in the **2024 Consumer Vulnerability in Later Life** online training provided by Just with content created by SOLLA.

Register for the training

JUST.

FOR MORE INFORMATION ON VULNERABILITY SUPPORT:

Call: 0345 302 2287

Email: vulnerabilitysupport@wearejust.co.uk

Visit: justadviser.com

