
Customer Vulnerability

1. Who is a Vulnerable Customer?

A vulnerable customer is someone who is especially susceptible to harm due to their personal circumstances, which could include short-term, long-term, or permanent emotional, mental, physical or financial issues. All customers are at risk of becoming vulnerable.

Vulnerable customers are more likely to experience detrimental outcomes, which, in the event that they materialise, are likely to have a greater negative impact than for non-vulnerable customers.

Some characteristics that might contribute to a customer's vulnerability include:

- Health - physical or mental disabilities or illnesses that affect the ability to carry out day-to-day tasks;
- Life events - major life events such as bereavement, job loss, or relationship breakdown;
- Resilience - low ability to withstand financial or emotional shocks; and
- Capability - low knowledge of financial matters or low confidence in managing money, and low capability in other relevant areas such as literacy or digital skills.

2. How to Identify Vulnerability

We understand that a customer's personal circumstances can change at any time. This will likely impact the way you manage your trading. It is possible to have healthy trading behaviours for months or years before becoming vulnerable, due to a change in personal circumstances that may well be beyond your control.

At Plus500, we are committed to supporting our customers in whatever way we can, and we have measures in place to help identify behaviours that might indicate vulnerability. However, it is important that you can identify whether you might be at risk of being or becoming vulnerable. The following scenarios present certain behaviours that may indicate vulnerability:

- Your mental health and wellbeing are declining;
- A recent event in your life has caused you to lose focus;
- You are neglecting other financial responsibilities, such as paying household bills, to fund your account instead;
- You are borrowing money, going into debt or using multiple credit cards to be able to open and maintain your positions;
- You are struggling to understand the Platform and our products;
- You are unable to read the Terms & Agreements;
- You feel that you are losing control of your trading activity;

