

Vulnerable Customers

At Munro-Greenhalgh Limited, we genuinely care about our customers, especially those who may be in vulnerable circumstances. Our commitment is to provide fair, supportive and personalised service to everyone we work with.

Our Approach

We understand that vulnerability can arise from various life events, health conditions, financial challenges, or personal circumstances. If you need extra support, we are here to help.

Our team is trained to recognise and respond with sensitivity, ensuring you receive the right assistance in a way that works for you.

How We Support You

- Clear and simple communication tailored to your needs.
- Flexible options to help you make informed decisions at your own pace.
- Alternative communication methods and third-party support when necessary.
- A compassionate, understanding team ready to listen and assist.

Appointing someone to act on your behalf

If you need assistance in managing your policy, you can notify Munro-Greenhalgh Ltd and request a Delegated Authority on your record.

If a client has a Power of Attorney who wants to act on their behalf, we will need a certified copy of the LPA certificate to be sent to the branch/branches that hold your policy/policies.

Dealing with bereavement

We understand how difficult it can be when a friend or family member has passed away. Our colleagues are here to help you liaise with your insurance company.

Who do I contact?

Simply call us at the office and provide us with the details and we'll deal with the rest for you.

What we'll need

The policyholder's name, postcode and date of birth.

What happens next?

We will ask you to supply a copy of the death certificate and we will discuss the ongoing policy with you to get the right outcome.

Your Wellbeing Matters

If you or someone you know may need additional support, please reach out to us. We are committed to treating all our customers with respect and care, ensuring that no one feels disadvantaged when using our services.

Get in Touch

If you need assistance, we are here to help. Contact us at enquiries@munro-greenhalgh.co.uk or telephone the office on 01706 824023.

Your trust is important to us, and we are dedicated to making sure you feel valued and supported every step of the way.

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