

## Customer Care “We are here to help”

There are certain customers who, due to their personal circumstances, are especially susceptible to challenges. Our aim is to assist all customers where we can, and we would encourage you to inform us should any of your personal circumstances change.

Here are some examples of the characteristics of customers that we may be able to provide additional support to.

### Health

- Physical disability
- Severe or long-term illness
- Hearing or visual impairment
- Mental health condition
- Addiction

### Life events

- Retirement
- Income Shock
- Relationship Breakdown

### Financial Resilience

- Over- indebtedness
- Inadequate (outgoings exceed income) or erratic income
- Low saving

### Capability

- Lack of Digital Skills
- Low knowledge or confidence in managing finances

**Here are some challenges specifically relating to CFD trading, spread betting and any other forms of short term or day trading, which may be even more acute including.**

- Incurring losses that you cannot afford.
- Using money earmarked for essential expenses such as household costs.
- Neglecting work or family responsibilities in order to trade.
- Compulsively monitoring trades.

### Signs that you are experiencing challenges.

- Are you putting yours and your family’s financial stability at risk in order to fund trades?
- Are you placing larger trades in order to recoup losses?
- Are you hiding your trading behaviour from your family?
- Are your family and friends concerned about your trading behaviour?

**Guardian Stockbrokers** Tallis House, 2 Tallis Street, London, EC4Y 0AB.  
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**Signs that you are at risk of physical distress.**

- Neglecting your usual self-care practices like exercising, spending time in nature or sleeping to monitor your trades.
- Struggling to fall asleep because you're worried about trades going against you.

**Signs that you are at risk of emotional distress.**

- You think a large profitable trade will solve your financial difficulties.
- You are not spending time with family friends in order to have more time trading.
- You feel helpless and depressed due to your trading behaviour.

If you have any concerns please contact us at [compliance@guardianstockbrokers.com](mailto:compliance@guardianstockbrokers.com) alternatively you can call on 0207 638 6996. This is not a call centre and we will aim to connect you to someone that can assist within 60 seconds. Lines are open 08.00-20.00 Monday – Friday

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