CrediCorp

POLICY

Vulnerable Customers Policy

Version 1.0.1 · Effective 2026-07-09 · credicorp.co.uk/legal/

UK direct lender
Short-term business credit to limited companies & LLPs

No personal guarantee
We never ask a director to guarantee the company's borrowing

100% cost cap
Total cost of credit is capped at 100% of the amount borrowed

None

About Credicorp Limited

Company: Credicorp Limited (UK)

Companies House: 16093826

ICO registration: ZC157682

Registered office: Suite Au31848, 9 Skyport Drive, Harmondsworth, West Drayton, UB7 0LB

Business: UK direct lender of short-term business credit to limited companies & LLPs

Official site: credicorp.co.uk

Independent UK business lender. Lending to companies is not a regulated credit agreement within Article 60B of the FSMA 2000 (Regulated Activities) Order 2001. No director personal guarantees; total cost of credit capped at 100% of principal. Verify this document and the company's official domains at **credicorp.co.uk/legal/**.

This product is sold to companies, not individuals. But the director on the other side of the conversation is a person, and people can be vulnerable. We treat the FCA's guidance for the fair treatment of vulnerable customers (FG21/1) as the floor for how we behave with directors.

How we recognise vulnerability

The FCA describes four drivers of vulnerability: health, life events, resilience and capability. Any of these can affect a director's ability to engage with us. Specific examples that would prompt us to flag a customer:

- Mental or physical health conditions that affect day-to-day life
- Bereavement, divorce, serious illness in the family
- Sudden loss of income — the company's or the director's
- English not being a first language to a degree that affects comprehension of credit terms
- Cognitive or sensory impairments that affect signing electronic documents

How we identify it

Mostly by listening. Anyone in our team who picks up a call or reads a message can flag the customer's record. The flag is stored on the customer record (not on the loan), is visible only to staff, and can be added with a note describing what we have heard so the next colleague to speak to the customer is prepared.

What changes when a customer is flagged

- Top-up borrowing offers are suppressed. We do not proactively offer further credit to a flagged customer; if they ask, a senior staff member reviews the request manually.
- Marketing emails are paused.
- Default-stage collection actions are paused while we agree a plan; we do not pass flagged accounts to third-party collectors.
- Forbearance requests from flagged customers are prioritised in the staff queue.

Reviewing the flag

Vulnerability is not necessarily permanent. We review every flagged record annually, and at any point the customer asks. The record carries a note from the staff member who set the flag and a timestamp; staff who change or remove a flag are recorded too.

Training

Everyone on the team completes vulnerability awareness training at induction and refreshes it annually. The training emphasises practical things — listening for signals, asking open questions, knowing when to escalate.

Generated on 2026-07-09 from the current source corpus.