

# DEFINING A VULNERABLE CLIENT

## FCA definition

“Someone who, due to their personal circumstances, is especially susceptible to detriment, particularly when a firm is not acting with appropriate levels of care.”



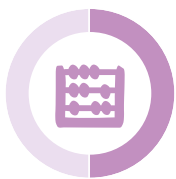
**1 in 6**

people over 80 years old are affected by Dementia.



**1 in 7**

adults has literacy skills that are expected of a child aged 11 or below.



**Just under 50%**

of UK adults have a numeracy attainment age of 11 or below.



**Almost 50%**

of adults do not have enough savings to cover an unexpected bill of £300.

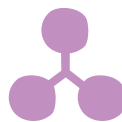
## How can vulnerability manifest itself in either physical or mental form?



Can be short lived, or longer term, or permanent.



Can be triggered by emotional or financial shock.



Can incorporate more than one element, and can fluctuate over time.



## Risk indicators (non-exhaustive):

Low literacy, numeracy and financial capability skills

Heavy reliance on others for support/care

Communication difficulties (English not being a first language, limited speech)

Physical disability/brain injury

Severe or long-term illness (for example cancer)

Mental health problems

Dementia/loss of mental capacity

Low income and/or debt

Caring responsibilities (including operating a power of attorney)

Being ‘older old’ for example over 80, although this is not absolute (may be associated with cognitive or dexterity impairment, sensory impairments such as hearing or sight, onset of ill-health, not being comfortable with new technology)

Being young (associated with less experience)

Change in circumstances (for example bereavement, divorce, job loss)



To find out more read our technical bulletin: 'How to identify vulnerable clients' at [www.justadviser.com](http://www.justadviser.com) or contact our sales support team: 0345 302 2287