



Additional Support Policy

Here at kinex we understand that sometimes our customers may need additional support. We are committed to:

- Being flexible where needed to do the right thing for our customers
- Making it straightforward to contact us
- Taking a proactive approach to meet our customers' needs

Our teams have been trained and empowered to offer you the support that you need. We understand that personal circumstances can be complex and take a flexible approach on a case-by case basis to make sure we're doing the right thing for you. Whether you require additional support from us on a permanent or temporary basis, we can support you by:

- Communicating with you in a clear and easy to understand way
- Providing additional information and time for independent decision making
- Allowing a nominated third-party, family member or friend help manage your account
- Offering financial hardship support, including payment plans
- Ensuring that the services we provide meet your needs

We also offer specific services for customers who have accessibility needs. A full list of these services can be found at www.kinex.co.uk/accessibility.

If you want to talk to us about how we can support you, you can contact us by:	
Phone	0161 465 6644
Email	Service@kinex.co.uk
Relay UK	Via the Relay UK app on your smart device or computer or by dialling 18001 0330 094 7685 from your textphone.
Post	1 Dovecote Old Hall Road, Sale M33 2GS

If you use our energy for domestic purposes, you may be eligible to register with the Priority Services Register. The Priority Services Register is a free support service that makes sure extra help is available to people in vulnerable situations that use energy for domestic purposes.

You are eligible to register if you:

- have reached state pension age
- are disabled or have a long-term medical condition
- have poor mobility
- have a mental health condition
- have young children living in the premises
- have extra communication needs

If eligible, you should contact your local network operator and ask about the free Priority Services Register. If you're not sure who your network operator is, you can find your network operator [here](#).

If you need more support, we've also put together a list of some of the organisations you can contact for free and independent advice:



Support and advice for anyone experiencing a mental health problem



Independent one to one advice for any problem, including consumer rights



Free and independent debt advice



Free, practical and ethical debt guidance to anyone experiencing financial hardship



Advice and support to help people achieve long-term financial control



Support and advice for people later in life