

Client Vulnerability Statement

EC Markets Group Ltd
(trading as “EC Markets”)

Vulnerable Clients

The FCA's definition of vulnerability refers to clients who, due to their personal circumstances, are especially susceptible to harm, particularly when a firm is not acting with appropriate levels of care. Firms should think about vulnerability as a spectrum of risk. All clients, who are 'natural persons' are at risk of becoming vulnerable and this risk is increased by characteristics of vulnerability related to four key drivers:

Health

Health conditions or illnesses that affect ability to carry out day-to-day tasks. This includes mental health and addiction.

Life events

Life events such as bereavement, job loss or relationship breakdown.

Resilience

Low ability to withstand financial or emotional shocks.

Capability

Low knowledge of financial matters or low confidence in managing money (financial capability). Low capability in other relevant areas such as literacy or digital skills.

At EC Markets we understand that vulnerability can be difficult to identify and that not all clients can be managed in the same way. We ensure the fair treatment of its clients and to ensure that vulnerable clients in particular are identified and supported.

Types of Vulnerability

Vulnerability can come in a range of forms, and can be temporary, sporadic or permanent in nature. It is a fluid state that needs a flexible, tailored response from firms, many people in vulnerable situations would not diagnose themselves as 'vulnerable'. EC Markets recognises that everyone is at risk of becoming vulnerable at some point in their lives.

Please contact following organisations for external support:

Mental Health Problems:

Mind - <https://www.mind.org.uk/>

Mental Health & Money Advice - <https://www.mentalhealthandmoneyadvice.org/en/>

Papyrus - <https://www.papyrus-uk.org/>

Rethink Mental Illness - <https://www.rethink.org/>

Alzheimer's Society - <https://www.alzheimers.org.uk/>

Shout - <https://giveusashout.org/>

Financial Issues:

The Money Advice Service - <https://www.moneyhelper.org.uk/en?source=mas>

National Debt Helpline - <https://nationaldebtline.org/>

Addiction and Gambling:

UK Smart Recovery - <https://smartrecovery.org.uk/>

Gamble Aware - <https://www.begambleaware.org/>

Domestic Abuse:

National Domestic Abuse Helpline - <https://www.nationaldahelpline.org.uk/>

Respect Men's Advice Line - <https://mensadvice.org.uk/>

Women's Aid - <https://www.womensaid.org.uk/>

Bereavement:

Cruse Bereavement Support - <https://www.cruse.org.uk/>