



11 suppliers 
are currently signed up
covering over 80% of the
domestic retail market, or over
20 million UK households.



In delivering one of their pledges
as a signatory to the Vulnerability
Commitment, suppliers contribute
tens of millions of pounds
to the funding of charities and third parties.



100%
of suppliers

signed up to
the Vulnerability
Commitment
offer a freephone
number to their
customers in
financial hardship.

Hundreds of millions of pounds

have been paid out by these suppliers in
emergency credit, in addition to
payment plans and
payment holidays
since the beginning of
2020 to support customers
through the pandemic.



100% of
these suppliers

have a dedicated
**Vulnerability
Champion**
at CEO or Board
level who oversees the
delivery of the commitments
to improve services.



Vulnerability Commitment
signatories offer support
in various languages and through

**20 communication
channels**.....

to increase the likelihood of
customers contacting their supplier.

