

Clients in vulnerable circumstances

For intermediary use only

At Canaccord Genuity Wealth Management (CGWM), we believe that our financial services should be available to all. We are committed to creating an inclusive environment where we aim to provide the best service and achieve good outcomes for all our clients, and by recognising some individuals may need our additional support to engage with us, due to their personal circumstances.

CGWM have processes in place to strive towards this commitment and enable us to provide a support framework when and where needed, to our clients, and to empower our colleagues to assist with this.

Policies and procedures

We have well established policies and procedures in place to aid our colleagues to recognise, record and most importantly provide appropriate support at the time it is needed. This is kept under regular review to ensure continuing relevance and to enable us to share best practice. This helps ensure our colleagues remain up to date on regulatory guidance regarding client support, best practice, and the assistance solutions available.

Other communication methods are utilised, including internal circulars and training.

Vulnerability Champions Group

We have a dedicated team with the purpose of assisting the businesses of CGWM in respect of clients experiencing vulnerable circumstances by:

- Acting as first point of contact on matters relating to clients experiencing vulnerable circumstances
- Promote awareness on vulnerability matters
- Assisting client facing staff in identifying vulnerability characteristics
- Provide client specific guidance to support our client facing staff
- Highlight key vulnerability matters to the business/front office as they arise.

Additionally, the Group delivers internal training sessions, and provides feedback to internal committee structures on client characteristic trends and product governance issues. This feedback loop also includes our internal compliance and conduct risk functions.

Training

CGWM provides access to appropriate training for all staff, either internally produced or through third party education providers. Training is mandatory and are considered for certifications.

Management information

Client data is regularly reviewed and acted upon. An in-depth all client review is completed to identify trends and support staff development. This work part determines our more focussed assessments throughout the year. All reviews and MI are provided within our committee structure for review and comment. Ad hoc reviews are completed as required on focused themes.

Client awareness

We believe client education is key. The conversation surrounding vulnerability characteristics can be daunting for many, who may fear adverse repercussions from disclosure, and those who may not realise that the information can be very helpful for us to know. We have taken steps to spotlight this front and centre, with the objective of making discussion on this easier for all concerned. A Help and Support page can be found on our website with additional information.

CGWM are proud to be able to tailor our service and adapt assistance to best suit our clients' changing needs and circumstances. We look forward to working with you and to provide additional support to your clients experiencing vulnerable circumstances.