

DISABLED CUSTOMERS POLICY STATEMENT

Goldschmidt & Howland are committed to providing equality of opportunity to its staff and to its customers.

We will provide the same quality and range of services to all our customers, including those with disabilities, such as visual impairment, loss of hearing, communication difficulties, mobility problems, or other less obvious difficulties.

Please alert our staff if you would like additional assistance, for example:

- Please let us know if you require any of our printed material in an alternative format such as large print or audio;
- Please let us know if you have difficulty in hearing and we will direct you to a quiet area of the branch and/or make appropriate arrangements.
- If you are not able to access our branch, with or without assistance, or if you would otherwise prefer an off-site meeting or a telephone or video call, please notify our branch staff or telephone the branch to arrange an appointment and/or make appropriate arrangements.

YOUR FEEDBACK

If you have any comments about our service to customers with disabilities, please do let us know.