



114a Cromwell Road, Fourth Floor, London, SW7 4AG, United Kingdom
www.onyxmarkets.co.uk

Vulnerability Disclosure

At Onyx Markets, we strive to understand and ensure fair treatment of vulnerable customers. This page highlights what makes a customer vulnerable and the factors that contribute to vulnerability, along with our efforts to support them.

What is a vulnerable customer?

A vulnerable customer is someone at risk of harm due to personal circumstances that affect their mental, physical, or financial well-being and decision-making. Vulnerability, caused by life events or other factors, can impact anyone and varies in degree of risk.

What are the causes of vulnerability?

A person may become vulnerable due to factors such as:

- **Health:** Illness, serious conditions, or addictions
- **Life events:** Stressful events like bereavement, job loss, or relationship breakdown
- **Resilience:** Limited ability to manage financial or emotional shocks
- **Capability:** Limited financial knowledge or skills in literacy, numeracy, or technology

While not all in these situations will face harm, they may need extra support and personalized care.

What should I do if I consider myself a vulnerable customer?

If you feel vulnerable or at risk, please contact our customer service team using the methods below. Our trained staff are ready to provide confidential support.

We're available any time during our business hours 8 am to 9 pm Monday to Friday:

- Call: +44 (0)203 097 5000
- Email: Trading@onyxmarkets.co.uk

Steps we may take in response to customer vulnerability

We are committed to ensuring positive outcomes for all customers, including the vulnerable. We monitor and support those showing signs of vulnerability, assessing each case individually. When needed, we adjust our communications for better support. Due to the complexity and risks of our products, we may restrict accounts if a customer is especially at risk. Our priority is always to act in the best interest of vulnerable customers.

Further support

If you or someone you know is affected by these issues, the following resources may help:

- [Action on Hearing Loss](#)
- [Age UK](#)
- [Alzheimer's Society](#)
- [BeGambleAware](#)
- [Citizens Advice](#)
- [Mental Health Foundation](#)
- [Mind](#)



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- [Money Helper](#)
- [National Debt Helpline](#)
- [Royal National Institute of Blind People \(RNIB\)](#)
- [Samaritans](#)
- [StepChange](#)