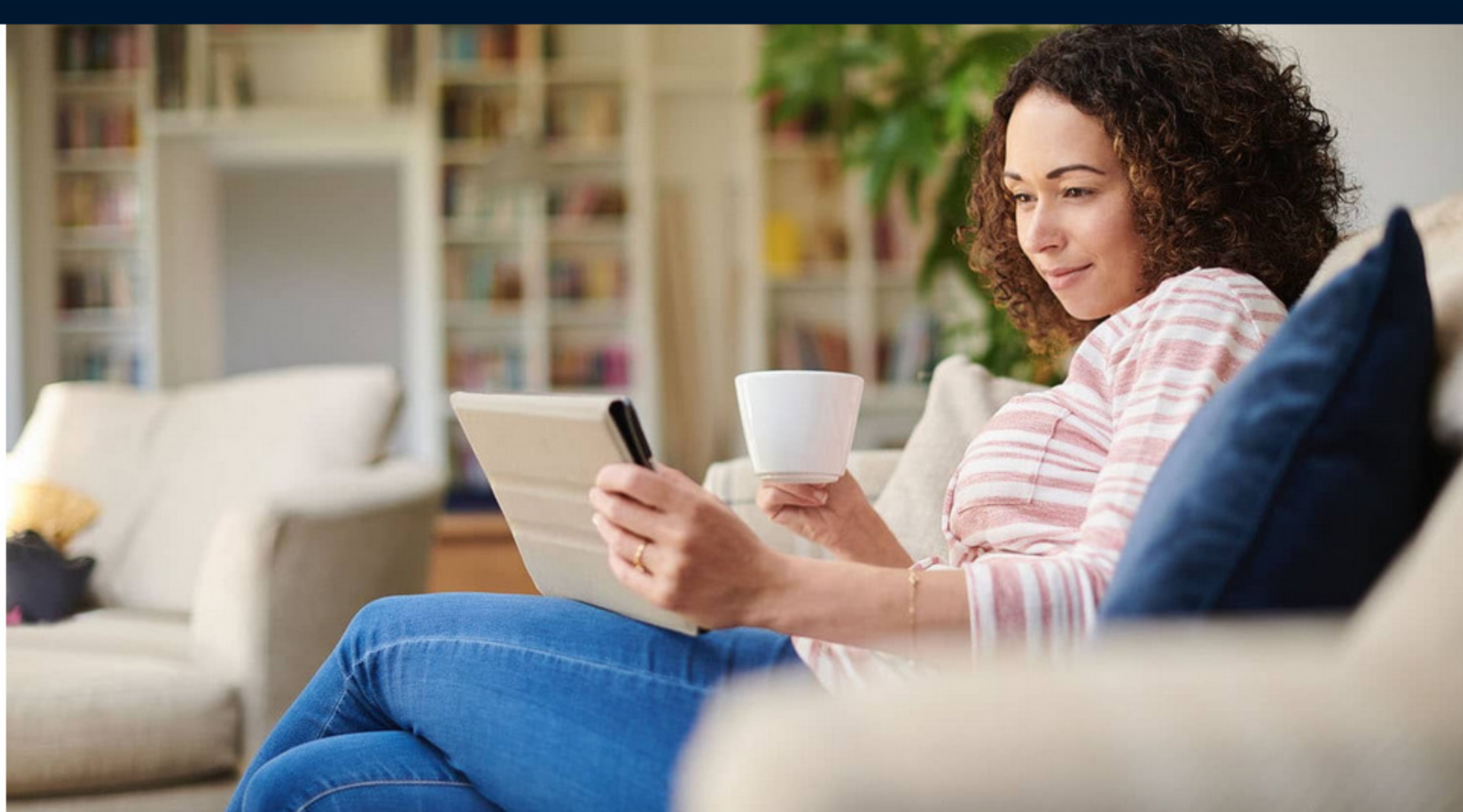


Additional Support

If you have specific needs, a health condition or if you're going through a difficult time, we want to make sure you get the support you need. Find out more about how we can help.



[Home](#) > [Customer support](#)

Find the help you need

[Help](#)

[MyAccount](#)

[Claims Help Centre](#)

[Help Centre](#)

If you don't understand something

When you speak to one of our colleagues, please say if you'd like them to:

- repeat any information
- speak louder
- speak more slowly
- give you more time to make a decision

We'd like to make sure you're clear about everything and happy with your decision.

If you'd like someone to speak for you

We'd be happy to discuss your policy with someone else on your behalf. This could be:

- a relative
- a friend
- someone from an organisation

The person can do everything you can do with your policy – except change your contact and address details. This way, you'll be kept up-to-date with your policy.

Tell us who you'd like to speak for you

To allow them to discuss your policy with us:

Call: [0333 321 9796](tel:03333219796)

Email: customersupport@hastingsdirect.com

We need your name, policy number and date of birth. We also need the full name and date of birth of the person who you'd like to speak for you.

If you are a legally appointed representative

If you have Power of Attorney or Deputyship for one of our policy holders:

Call: [0333 321 9661](tel:03333219661)

If you've lost a loved one

We know it can be a very difficult time. So we have a dedicated Bereavement team who can help.

To get in touch, either:

Call them on [0333 321 9661](tel:03333219661). They're available 9.00am–5.30pm, Monday to Friday

or

Have them call you back. Please email customercaresupport@hastingsdirect.com with:

- your contact details
- the time you'd like them to call you

Further help: Cruse Bereavement Care

They are the UK's leading bereavement charity and offer trained support, counselling and information. To get in touch:

Website: cruse.org.uk

Email: helpline@cruse.org.uk

Contact Number: [0808 808 1677](tel:08088081677)

If you have any money worries

You might be concerned about keeping up with your payments. If so, call us as soon as possible. We'll do everything we can to help, and can talk you through your options.

Call: [0333 321 9796](tel:03333219796)

If you'd like someone else to speak for you

You can have a relative, friend or debt counselling organisation talk to us about your account. Just let us know that you'd like to allow them to speak to us on your behalf:

- Call: [0333 321 9796](tel:03333219796)
- Email: customersupport@hastingsdirect.com

We need your name, policy number and date of birth. We also need the full name and date of birth of the person who you'd like to speak for you.

If you need more help

Get free, independent advice at any time from organisations such as:

Money Helper – they can help you with a range of things:

- Choosing financial products
- Budgeting
- Benefits
- Debt advice

Call: [0800 138 7777](tel:08001387777)

Visit: moneyhelper.org.uk

StepChange – they offer free debt advice and practical help for however long it's needed. To get in touch:

Call: [0800 138 1111](tel:08001381111)

Visit: www.stepchange.org

Citizens Advice Bureau – they can help in person, online or over the phone. Either visit your local Citizens Advice Bureau or go to citizensadvice.org.uk

About the above organisations

They're all not-for-profit. This means any money raised goes back into the organisation to support other people like you.

Your credit file (credit history)

This won't be affected if you get in touch with us or any of the above organisations. But you may be offered options that could impact it. The organisation can answer any questions you have about this.

You'd like our documents in a different format

If you're vision impaired, we can provide documents in large print, braille or audio.

Please call us on [0333 321 9661](tel:03333219661)

Help with hearing or speech difficulties

You can use the Relay UK service to phone us via an app or textphone. You can download the Relay UK app at www.relayuk.bt.com. If you have a textphone, first dial 18001 and then our phone number.

The charges when you use Relay UK:

- The Relay UK service itself is free.
- Your calls are charged at your phone provider's standard rate.
- Calls through Relay UK can be longer than a voice call. So you might be able to get a refund from your phone provider.

Health worries

A health problem could affect your ability to manage your policy. If you're concerned about this, get in touch and we'll see how we can help. Please call [0333 321 9796](tel:03333219796).

Your mental health

Your mental wellbeing is important to us. So, if you're struggling to cope, please reach out for help – get in touch with one of these organisations:

Mind – they offer information and advice on a range of things including support for everyday living, therapies, medication and legal rights.

Visit: mind.org.uk

Call: [0300 123 3393](tel:03001233393)

Samaritans – they'll listen to you without judgement or pressure.

They can help you cope with your own challenges and know how to be there for others who have problems.

Visit: samaritans.org

Call: [116 123](tel:116123)

Information and help with fraud

Protecting against fraud

If you think someone's trying to defraud or scam you:

Call us: [0333 321 9757](tel:03333219757)

If you've been scammed

Get in touch with Action Fraud, the official, national fraud reporting site. It's run by the City of London Police, the national lead police force for fraud. Visit: actionfraud.police.uk

The Action Fraud website offers:

- Useful information to support victims of fraud
- Tips to help keep you safe from fraud

Call: [0300 123 2040](tel:03001232040)

Action Fraud will pass your report on to the National Fraud Intelligence Bureau, who will investigate it further.

Insurance

[Car insurance](#)

[Van insurance](#)

[Home insurance](#)

[Multi Car insurance](#)

[Telematics insurance](#)

Legal

[Accessibility policy](#)

[Cookie policy](#)

[COVID Risk Assessment](#)

[Modern Slavery](#)

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