



Just Group launches update to its adviser vulnerability training and hits 17,000 completions milestone

- Updated to help advisory community uncover clients' hidden vulnerabilities and avoid foreseeable harm through better conversations
- Training completed more than 17,000 times by intermediaries since 2019 launch

Just Group has released the latest update to its **Consumer Vulnerability in Later Life** online training, created with **SOLLA**, and has reached the major landmark of 17,000 completions from the intermediary community since the module's launch in 2019.

The training helps financial advisers, paraplanners, administrators and other financial advisory team members understand the characteristics of vulnerability and the importance of creating safe disclosure environments. It is eligible for 60 minutes of CPD upon successful completion.

It also helps identify where intermediaries can tweak working practices to ensure clients receive the support and care required to meet their needs, while ensuring clients with characteristics of vulnerability receive consistently good outcomes in line with Consumer Duty.

The latest update to the training focuses on helping intermediaries hold conversations with their clients to uncover hidden vulnerabilities and avoid foreseeable harm. For example, a conversation that picks up on the softer aspects of a client's circumstances could help the adviser provide a more appropriate recommendation.

Since it was launched in 2019, Just Group's online training has been completed more than 17,000 times by intermediaries, highlighting the strong demand amongst the financial advisory community to develop practises that can improve client outcomes.

Stephen Lowe, group communications director at retirement specialist Just Group, said: "Ever since we launched this online training five years ago, we have been heartened by the strong demand and take up.

"It is fantastic to have passed the milestone of 17,000 completions which demonstrates how committed the financial advice community is to delivering the best possible outcomes, especially for those clients that may show characteristics of vulnerability. As part of our service to this community, we update the training regularly so that it provides the most relevant information, and it has evolved over time to address shocks like the pandemic and the cost-of-living crisis.

"This latest iteration looks to support intermediaries in developing the softer skills needed to converse with clients and uncover any hidden vulnerabilities that may impact the recommendations that they provide. By doing so, we hope to continue to develop the industry's capabilities to address the important issue of vulnerability."

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Notes to Editors

About Just

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A leader in the individual retirement income, care and defined benefit de-risking markets, Just has been trusted to manage more than £24 billion of customers' retirement savings and has helped customers release over £6.7 billion from their properties.

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- De-risking solutions for pension scheme trustees who want to remove the financial uncertainty of operating defined benefit pension schemes;
- Individually underwritten retirement income products delivering a guaranteed income for life;
- Long term care plans that provide those people moving into residential care with peace of mind by knowing a regular payment will be made to the care provider for the rest of their life;
- Lifetime mortgages for people who want to safely release some of the value from their home.

Professional services

- Regulated financial advice and guidance services for individuals wanting help in using their pension savings and/or releasing some of the value from their home; and
- A range of business services tailored for our corporate clients, ranging from consultancy and software development to fully outsourced customer service delivery and marketing services.

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