



**GUARDSMAN**<sup>®</sup>  
AN AMYNTA COMPANY  
FURNITURE PROFESSIONALS

## Accessibility

We want all our customers to be able to access our services equally. For customers who may need additional help, we've put in place some support to make this easier.

### Tell us what you need

When you contact us, please tell us what support you may want or need to be able to interact with us better. Our staff are trained to listen, help and support you as best they can.

### Communication preferences

There are a range of ways that you can communicate with us and we can make a note of your preferences for future communications.

We can try to make sure that you speak to the same person each time you call, if it helps. Whilst we can't always guarantee this, we will do our best to make sure this happens where we can.

If you want us to communicate with a trusted family member or friend, you can give us written authority for them to communicate on your behalf, or add their details to the customer portal by clicking [here](#)



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## Printed formats

We can post printed items for example, terms and conditions, claim forms and letters to you in various formats, including:

- Braille
- Large print

Just let us know which format you would prefer, and we will organise it for you. If you receive an item that isn't in the right format, just let us know and we'll get it changed for you.

## Out of office hours

If you're unable to contact us during normal office hours, there are alternative options for you to get in touch. For example, by email or logging in to our Claims Portal here.