

People with mental health problems are **three times** as likely to be in problem debt

People with mental health problems are also more likely to have **borrowed money or cut back on essential spending** in response to the rise in the cost of living



“I still feel that there is prejudice towards people with mental health problems”

“I just don't trust that they have enough knowledge to help”

“Concerned about who would have access to this information”



“When I have [disclosed] I’ve not had the most positive experience”

“Mainly it's because they never ask or provide an opportunity for me to do this. If they did ask in a way that was supportive and open then I would probably tell them”



“The person I spoke to slowed down and offered to go over anything again and answer all questions. She was great”

“They have been supportive and have asked permission to make notes on their file. Some have dedicated teams that only deal with such customers”



What should firms do?

Encourage disclosures

- Proactively encouraging customers to share any additional needs
- Routinely referencing disclosure in standard comms
- Being clear on the kind of support the firm can give



Respond well to disclosures

- Welcome the disclosure empathetically and reassuringly
- Actively ask and listen to what would be most useful
- Make sure people actually get the support they've been promised



Record disclosures responsibly

- Staff need to know how disclosed data will be recorded, used and shared
- Use that knowledge to communicate it clearly to the customer

