

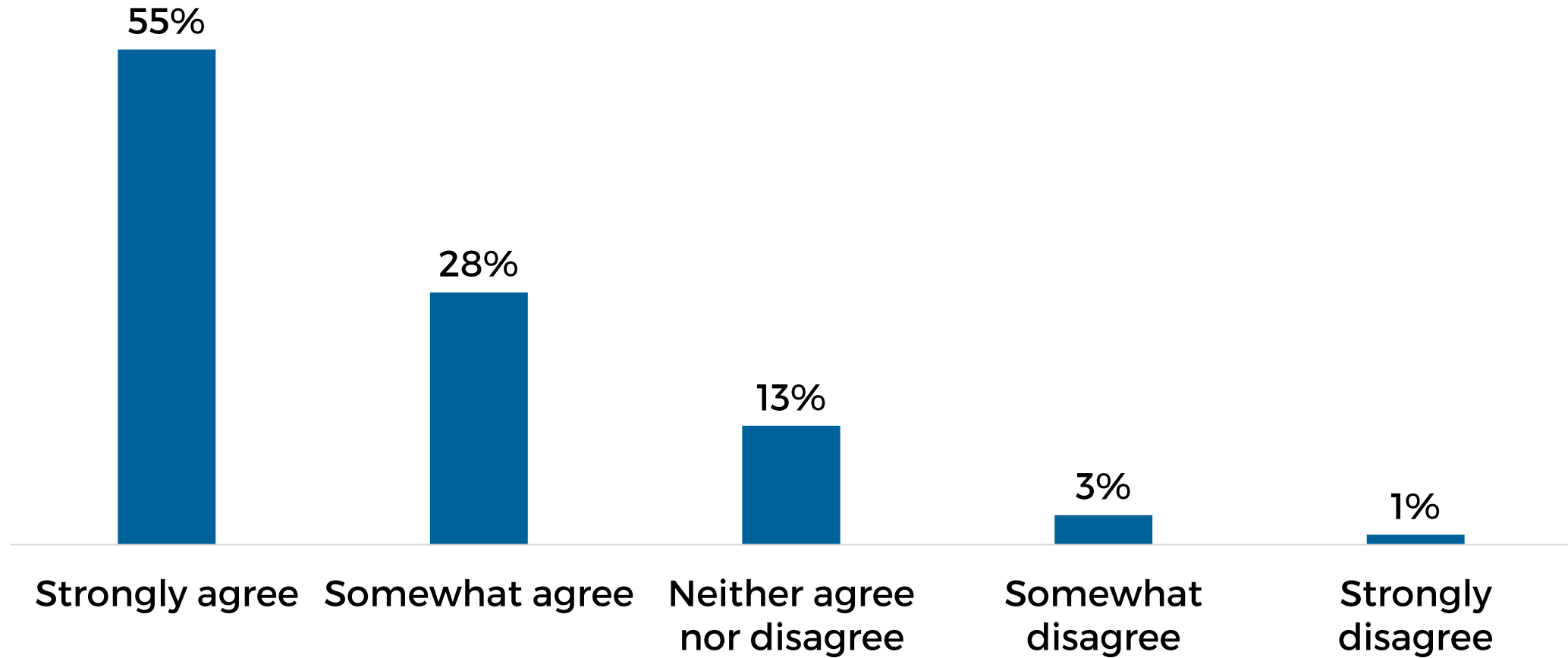
# Arrears Policy August 2024

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# Results

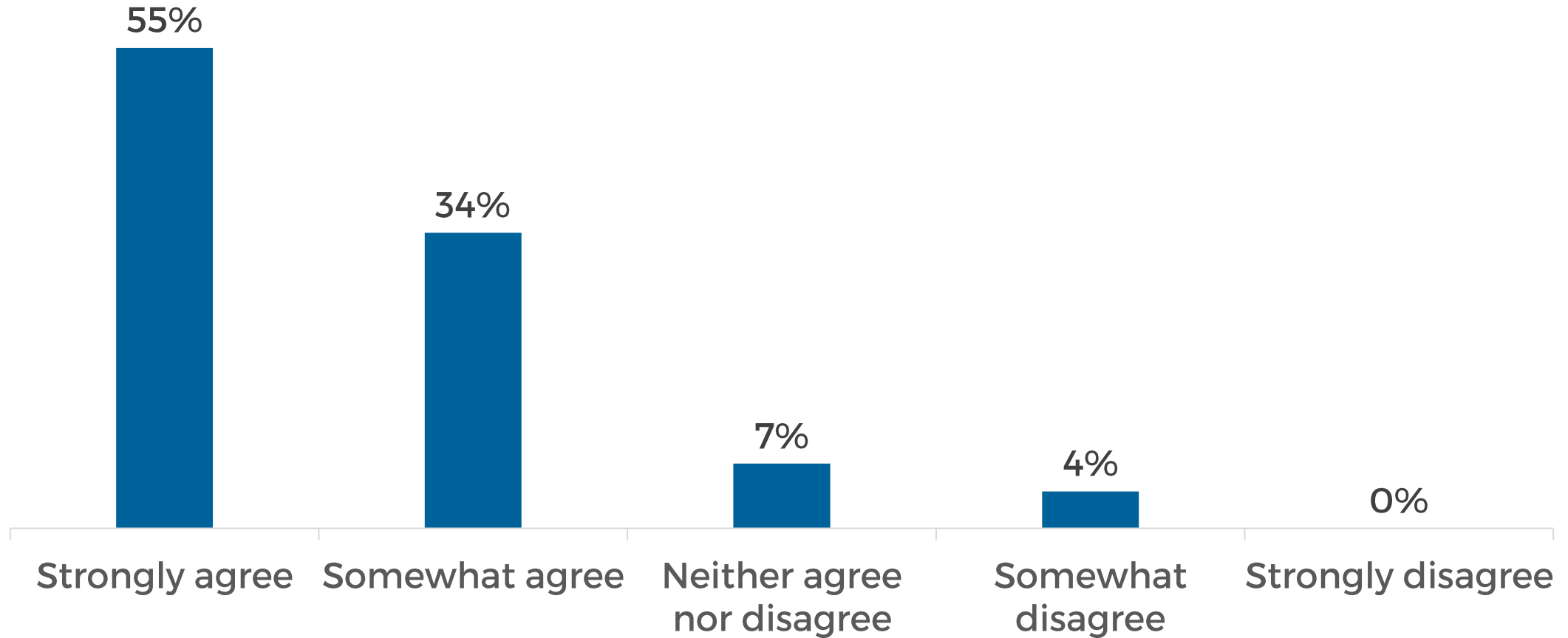
The policy is written in a way that is easy to understand.



## Results

Thinking about the 'Arrears Prevention' section of the policy, we would like to know to what extent you agree or disagree with the following statements:

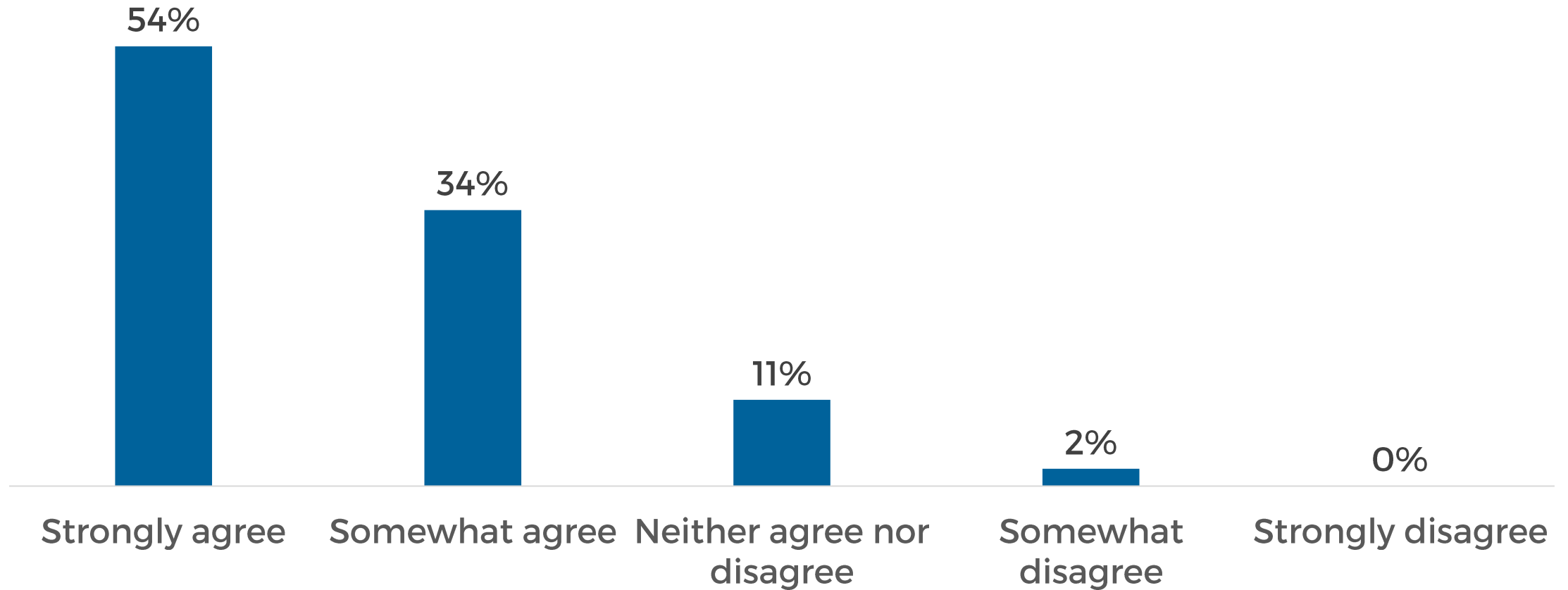
The 'What we'll do' section makes it clear what Grand Union will do in regards to Arrears Prevention.



## Results

Thinking about the 'Arrears Prevention' section of the policy, we would like to know to what extent you agree or disagree with the following statements:

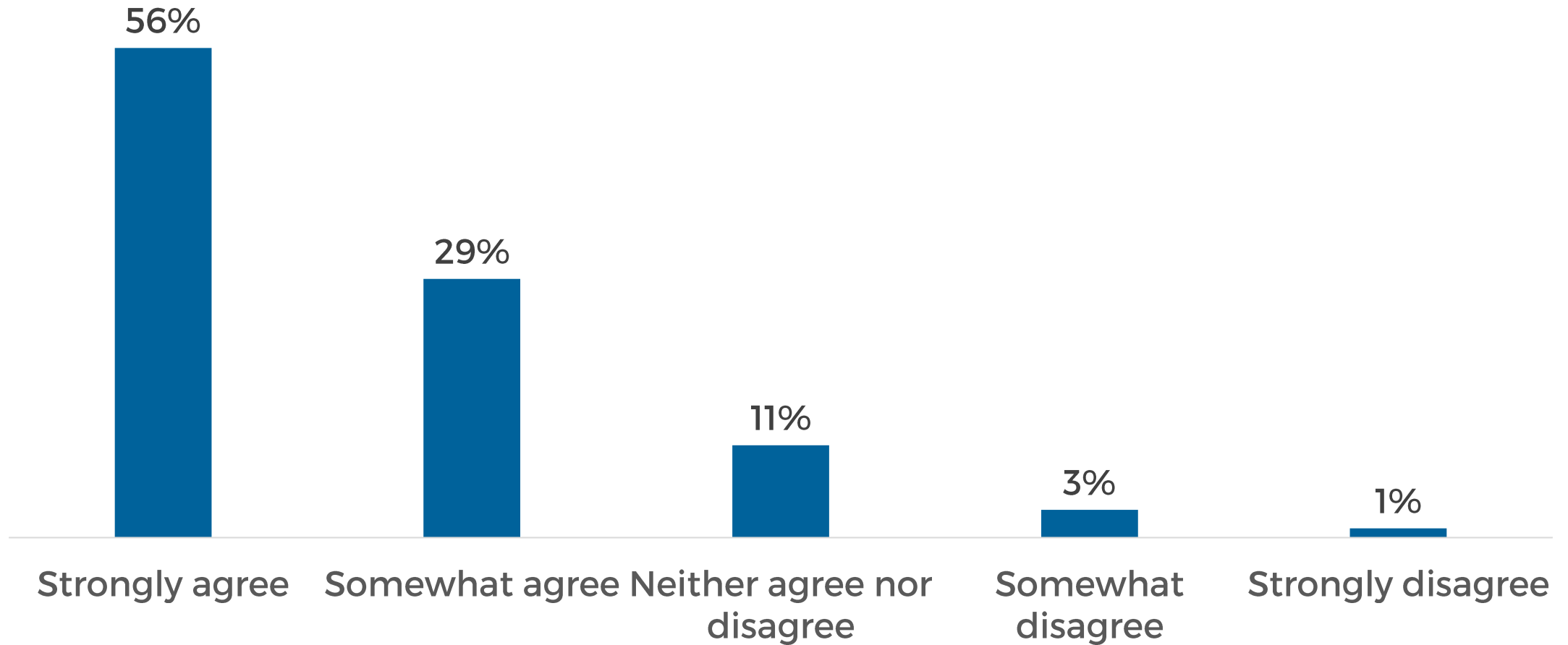
The 'What this means for you' section is clear.



## Results

Now thinking about the 'Dealing with current arrears' section of the policy, we would like to know to what extent you agree or disagree with the following statements:

The 'What we'll do' section makes it clear what Grand Union will do in regards to dealing with current arrears



## Results

Now thinking about the 'Dealing with current arrears' section of the policy, we would like to know to what extent you agree or disagree with the following statements:

The 'What this means for you' section is clear.

