



Bereavement Policy

About this policy

Onestream understands that bereavement can be a difficult time and all of our sales and support teams are provided with training to support our bereaved customers. Onestream will help to make appropriate changes to a bereaved customer's account, or manage the closing of an account. Customers can contact us using any of the channels in the 'Contact Us' section (at the end of this document).

If it is the account holder who has died, an officially elected representative may either close the account and disconnect the services or if the services are to remain active transfer them to a new account holder.

This policy sets out our approach to supporting bereaved customers and the services we provide to remove barriers and protect them.

Transfer of services

To keep the services active, that were being supplied to the deceased customer, we would need to transfer them to a new account holder.

If you wish to transfer the services to a new account holder, please call Onestream on 0333 241 4449. You will be free to make changes to the products, features or facilities provided at this stage should you wish.

Once we've received your request we'll transfer the services to a new account, in your name, within 14 days.

Disconnection of services

If you'd rather cease all current Onestream services, please call Onestream on 0333 241 4449.

Once we've received your request we'll cancel all services and close the account within 14 days.

Please note, that Onestream be notified of the Bereavement via the Bank and we have not had instructions to transfer the services to a new account holder we will arrange the disconnection of the services and close the account.

Contact us

Broadband, and phone customers call 0333 241 4449

Email: customerservice@onestream.co.uk

For Text Relay/NGTS call 18001 followed by 0333 241 4449

Changes to this policy

We may update or amend this Vulnerability & Accessibility Policy at any time, so please check our website regularly at www.onestream.co.uk/bereavement-guide for any updates to this policy or our [Broadband and Home phone Terms and conditions](#). Your continued use of our products after any change to the VAP constitutes acceptance of the updated VAP.

For help visit <https://onestream.co.uk/support>