

SUPPORTING A CLIENT WITH OVER TRADING

– Referral pathway

SUPPORTING A CLIENT WITH OVER TRADING – REFERRAL PATHWAY

Over trading or potentially problem gambling can have significant negative impacts on a client's, and their families, financial capability and/or resilience.

Definition:

Problem gambling is a **compulsive-behaviour disorder**. The uncontrollable urge to keep spending despite losses beginning to have a **negative impact** on **personal wellbeing**.

At HL we identify gambling to be **compulsive trading**, often with no research or deep understanding of the investment. Almost entirely speculative alongside a likely short horizon.

This might be repetitive and might carry on regardless of the impact to the value of the account. The individual may be making frequent top ups to keep the account afloat. The behaviour will often be sporadic and could be based on cash they have access to for a limited time.



Indicators – clients who are over trading or potentially problem gambling, might display some or all of these combined with high frequency trading

SUPPORTING A CLIENT WITH OVER TRADING – REFERRAL PATHWAY

Often trading the same investments frequently

Frequent top ups

No clear saving or investment strategy

Investing in high risk or volatile investments

High commission charges

Losses might outweigh gains


Frequent cash withdrawals

ASK AN OPEN QUESTION

EXAMPLE:

“

We've noticed that you're placing a large volume of trades over a short period of time and wanted to check to see if we can offer any help or support? This is so we can understand your circumstances and the context for your trading a bit better. It's really important to us that clients understand and use their accounts in a way that helps grow the value of their investments over the long term. Are you aware of the financial impact your trading is having?



Seek client's reaction
and listen carefully

Intervention and referral

INITIAL INTERVENTION

(problem gambling confirmed)

1

Reassure that help and support is available and explain how we can help. This could cover:



- Recommendation to set up a power of attorney on the account and how to do this
- Inform a suspension will be placed on the account until a representative is set up and the impacts of this
- Confirm the client will be able to sell at online dealing rates and are able to hold an Active Savings Account

Key messages:

- **Gambling is not a way to make money**
- **There is hope**, and help is available if you need it
- **Gambling can be harmful**; not talking about it can make it worse

2

Signpost to gambling treatment and support:



- The National Gambling Helpline, which is free and open 24 hours a day. **0808 8020 133** or via web chat at **www.gamcare.org.uk**
- Family and friends who are impacted can receive support too
- Facilitate a warm transfer to the National Gambling Helpline (if applicable)

AFTER THE CALL

(problem gambling confirmed)



3

Send the client a summary of your conversation in their preferred contact method and the next steps suggested

4

Update the vulnerability tab in Spidermail with clear notes on what you covered and if any signposting took place

5

Send a request to Client Protection to add a suspension to the client's investment accounts

Be empathetic, respectful and non-judgmental.
Convey optimism and encourage positive change.

PROBLEM GAMBLING

(is not identified or the client doesn't want to take this any further)



6

Remind them that help and support is available and encourage them to contact should they have any worries.

7

Provide information for future reference (link to the learning section of our website, advice or

AFTER THE CALL

(problem gambling not confirmed)



8

Send the client a summary of your conversation in their preferred contact method

9

Update the clients contact log with the outcome of the call

Many people can be unaware their trading is causing harm, and simply highlighting their current trading behaviour can be a powerful motivator for change