

# Kitemark™ Certificate

This is to certify that:

Capital Resolve Ltd  
Fountain Court  
Vale Business Park  
Evesham  
Worcestershire  
WR11 1LS  
United Kingdom

Holds Certificate Number:

KM 801541

In respect of:

**Inclusive Service - Financial Services**

**BS ISO 22458 Consumer vulnerability - Requirements and guidelines for the design and delivery of inclusive service**

This issues the right and licence to use the Kitemark in accordance with the Kitemark Terms and Conditions governing the use of the Kitemark, as may be updated from time to time by BSI Assurance UK Ltd (the "Conditions"). All defined terms in this Certificate shall have the same meaning as in the Conditions.

The use of the Kitemark is authorized in respect of the Product(s) detailed on this Certificate provided at or from the above address.



For and on behalf of BSI:

Shahm Barhom, Group Product Certification Director

First Issued: 2025-01-17

Latest Issue: 2025-01-17

Effective Date: 2025-01-17

Expiry Date: 2028-01-16

Page: 1 of 3

# Kitemark™ Certificate

No. KM 801541

## **Inclusive Service – Financial Services**

**BS ISO 22458:2022 Consumer vulnerability – Requirements and guidelines for the design and delivery of inclusive service in identifying and responding to consumer vulnerability for the provision of providing debt recovery solutions.**



First Issued: 2025-01-17

Latest Issue: 2025-01-17

Effective Date: 2025-01-17

Expiry Date: 2028-01-16

Page: 2 of 3

This certificate has been issued by and remains the property of BSI Assurance UK Ltd, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP, United Kingdom and should be returned immediately upon request.

To check its validity telephone +44 (0) 345 080 9000. An electronic certificate can be authenticated [online](#).

BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A member of BSI Group of Companies.

# Kitemark™ Certificate

No. KM 801541

Location	Certified Activities
Capital Resolve Ltd Fountain Court Vale Business Park Evesham Worcestershire WR11 1LS United Kingdom	BS ISO 22458 Consumer vulnerability - Requirements and guidelines for the design and delivery of inclusive service



First Issued: 2025-01-17  
Latest Issue: 2025-01-17

Effective Date: 2025-01-17  
Expiry Date: 2028-01-16

Page: 3 of 3

This certificate has been issued by and remains the property of BSI Assurance UK Ltd, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP, United Kingdom and should be returned immediately upon request.  
To check its validity telephone +44 (0) 345 080 9000. An electronic certificate can be authenticated [online](#).

BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A member of BSI Group of Companies.