

FINANCIAL HARDSHIP POLICY

About Underwriting is committed to ensuring that all customers experiencing financial hardship are able to access support.

This policy sets out About Underwriting's obligations with respect to the *General Insurance Code of Practice 2020*, to which About Underwriting is a signatory. For further information, on the Code please visit <http://codeofpractice.com.au/>.

Your Right to Financial Hardship Support

If you are having difficulty meeting your financial obligations to us, then you may be entitled to Financial Hardship support. Financial difficulty could be caused by injury, illness, loss of income and natural disasters, among other factors.

Our staff will be trained to ensure they are able to identify if you are experiencing Financial Hardship and how we may be able to support you.

How to Access Support

Please let your broker know that you are experiencing financial hardship. We will provide them with a form to apply for Financial Hardship support and they will be able to assist you in the application process.

We will then communicate with you or your nominated representative about your application.

How we will assess your request for Financial Hardship Support

We will consider all reasonable evidence, including, but not limited to:

- evidence of serious illness that prevents you from earning income;
- evidence of a disability, including a disability caused by mental illness
- if you are a Centrelink client, your Centrelink statements;
- evidence of your unemployment.

We will request only reasonably necessary information from you.

Information we request will be required within 21 days, unless a longer timeframe is otherwise agreed.

If you are entitled to Financial Hardship Support

We may be able to help you in the following ways:

- offer instalment payments
- delay or extend payment terms
- put the recovery of monies on hold
- release your debt (where appropriate)
- agree with you to pay a reduced lump sum amount
- deduct an excess from a claim amount (cash settlement)
- fast-track claims

If you are not entitled to Hardship Support

We will provide reasons as to why you are not entitled to Financial Hardship support and give details on how to lodge a complaint in relation to the decline of Financial Hardship support.

We would also direct you to the appropriate independent services below.

National Debt Helpline

- 1800 007 007
- <https://ndh.org.au/>

Good Shepherd Microfinance

- 3 9495 9600
- info@gsmicrofinance.org.au

MoneySmart

- 13 11 14
- www.moneysmart.gov.au

Collection Agents and Solicitors Working on our Behalf

All Collection Agents and Solicitors working for us will comply with the *Debt collection guideline: for collectors and creditors* published by the Australian Competition and Consumer Commission and the Australian Securities and Investments Commission.