

## FINANCIAL HARDSHIP POLICY

About Underwriting Pty Ltd (ABN: 78 608 848 479 AFSL: 48321) (“we”, “us”, “our”) is committed to ensuring that all customers experiencing financial hardship are able to access support.

This policy sets out our obligations with respect to the *General Insurance Code of Practice 2020* (“the Code”), to which we are a signatory. The Code requires us to publish information on our website about financial hardship support and to make this information easy to find and understand.

The Code recognises that consumers are entitled to expect financial hardship support from us, and that we will deal with requests for financial hardship assistance in a responsive, flexible and fair manner.

Financial Hardship is a recognised type of vulnerability under the Code. 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 are 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.

You can also ask us directly for financial hardship support. We can be contacted using any of the below methods:

Phone: 03 9998 9080

Email: [info@aboutunderwriting.com.au](mailto:info@aboutunderwriting.com.au)

Post: PO Box 16106, Collins Street West, Melbourne VIC 8007

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

### **How we will assess your request for Financial Hardship Support**

After you have applied for financial hardship support, we will ask you for information to support your application. This is completely normal and will be asked of anyone making an application. We will consider all reasonable evidence. Some examples include:

- 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.

This list is not complete. If you have any other information you think important, please let us know.

We will request only reasonably necessary information from you. The information will be treated in accordance with our Privacy Policy, available at <https://aboutunderwriting.com.au/privacy-policy/>

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 a number of ways. The below gives you an idea of what we might be able to do. It is not a complete list though, and other options might be available.

- offer instalment payments
- delay or extend payment terms
- put a 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)
- waive cancellation fees
- review payment dates
- provide an emergency payout
- 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 Australia New Zealand

- 03 9495 9600
- <https://goodshep.org.au/contact-us/>

MoneySmart

- 13 11 14
- [www.moneysmart.gov.au](http://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.