



Vulnerable Client and Financial Hardship Policy

Introduction

Willis Temby Insurance Brokers Pty Ltd (Willis Temby) is deeply committed to assisting those seeking support. This Vulnerable Client and Financial Hardship Policy outlines how Willis Temby will support our clients who are experiencing family violence, financial hardship or other vulnerabilities that may require additional assistance.

As your appointed intermediary, we will either assist you directly, or we will contact your insurer(s) on your behalf, depending on your circumstances, to request that they provide you with all available support measures.

What is a Vulnerable Client?

A vulnerable client is a client of Willis Temby who, due to their personal circumstances, is more vulnerable to loss or harm.

A person's vulnerability may be due to a range of factors, including:

- age;
- disability;
- mental or physical health conditions;
- domestic or family violence;
- language, literacy, numeracy or technological barriers;
- cultural background;
- a change in circumstances (e.g. loss of employment);
- living in a remote location; or
- financial hardship (including low income and/or high levels of debt).

This list is not exhaustive.

We understand that not all clients in the situations listed above will be vulnerable, but if you are facing any of these hardships and require extra support, we encourage you to contact your Willis Temby Client Relationship Manager so we can work with you to discuss your situation and the options available to support you.

We will work with you to try to find suitable and appropriate support measures.



Employee training

Willis Tomby have internal policies, procedures and training measures in place, relevant to employees who engage with clients, which considers the nature of the vulnerability, how to identify and engage effectively and appropriately with affected clients, and how to apply this Policy

When should Willis Tomby be advised of your circumstances?

As soon as you have recognised that your circumstances may compromise your insurance arrangements, and when you are comfortable explaining your circumstances with us.

We will treat you with care, empathy and respect and will manage the collection of information concerning your circumstances in accordance with our Privacy Policy.

We will not request evidence of your vulnerability(ies) before we enact this Policy.

Family violence

If you are affected by family violence, we are dedicated to handling your situation with sensitivity and the highest regard for your privacy and safety.

Family violence encompasses any violent or threatening behaviour by a family member that coerces, controls, or instils fear in another family member.

Should you disclose to us that you are experiencing family violence, we will prioritise your safety and privacy. We will discuss the most secure methods of communication to ensure your safety is not compromised, and will keep your information confidential.

We will also consult with you to determine if it is appropriate to involve others in our communications, including professionals such as lawyers, counsellors, and financial advisors, or non-professionals like your personal support network.

You will have the option to communicate consistently with one designated team member who is familiar with your situation. If you have a preference for a particular team member, please inform us.

If you are concerned about the security of discussing family violence over the internet or phone, due to potential access by others, please let us know so we can accommodate your communication needs.

Financial Hardship

If you find yourself unable to meet your financial commitments to your insurer(s) due to unforeseen hardships such as family violence, unemployment, divorce, serious injury, death, or rising living costs, you are entitled to support.

While this support does not extend to paying premiums on your behalf, we can communicate your circumstances to the insurer(s) and explore alternative support options. These may include adjusting your payment frequency, setting up instalment payments, or negotiating extended payment terms.

If you are experiencing difficulties in paying an excess under your policy, or if a claim has placed you in financial hardship and you need urgent financial relief, please inform us immediately.



We can advocate on your behalf to expedite your claim with the insurer if you have an urgent financial need. This involves either contacting the insurer directly to discuss your hardship or guiding you to the insurer's Financial Hardship policy.

If the insurer is seeking to recover money from you because they believe you caused the damage, we will contact the insurer to put recovery action on hold pending the outcome of your application for Financial Hardship support.

If you owe money to us and are facing financial hardship, we can offer various forms of assistance depending on your specific situation. Options include postponing payment dates, arranging instalment payments, waiving service fees, or other suitable alternatives.

Privacy

We believe in treating our clients with respect, empathy and in a non-judgmental manner and are committed to managing clients with the utmost consideration for their security and individual circumstances. We aim to provide affected clients with entitlements to safe, supportive, timely and flexible assistance.

Any information provided will be treated in the strictest of confidence. If a joint policy holder is the perpetrator of family violence, the information provided will never be disclosed to the other party.

For further information:

In the first instance, please contact your Client Relationship Manager through your normal method of communication.

Alternatively, you can call the office on 08 9227 8233, where a team member will be happy to assist with your enquiry.



Document Version

1.1

Last updated

Thursday, 2 May 2024