

## Supporting policyholders affected by domestic and family violence

Credicorp Insurance Pty Ltd recognises that domestic and family violence is serious and prevalent in the Australian community. We recognise that our policyholders may be affected by domestic and family violence, and this can have a significant impact on them and their ability to access our services.

We also understand that domestic and family violence is a complex and personal issue, and that it takes a lot for a person to talk about how it is affecting them. We encourage you to let us know if you are affected by domestic and family violence, so that we can work with you and support you in your dealings with us. This includes when you contact us to:

1. Request information about your policy
2. Enquire about or submit a claim
3. Cancel a policy
4. Make a complaint

### Our commitments

To support our policyholders who are affected by domestic and family violence:

1. We will make domestic and family violence awareness **training** available to all team members. We will encourage all team members who have dealings with our policyholders to undertake this.
2. We will ensure that our processes enable team members to **respond** appropriately and with sensitivity if you tell them about how you are affected by domestic or family violence.
3. We recognise that your **safety** is paramount. We will always ask about your preferred method of communication, and ensure that we communicate with you only through that preferred mode and address.
4. We will ask what **support and flexibility** would be helpful to you in your dealings with us, and give you factual information about your options.
5. We will take all reasonable steps to ensure that information disclosed to us about the domestic or family violence is kept **confidential**.

### How we can help

We will work with you to understand how we can best support you in your dealings with us. However, these are some ways that we can help:

1. Ensuring that we only communicate with you through contact channels that you ask us to
2. Where you are a joint policyholder, keeping your details and the details of any claim confidential from the joint policyholder
3. If you ask us to, we can alert CUA, the provider of your loan, to your circumstances and arrange for them to contact you to discuss how CUA can support you
4. Applying our timeframes and processes flexibly, including expediting our timeframes for processing and decision-making where possible

Telling us about any situation of domestic and family violence will not negatively impact how we deal with you.

### Support services

If you're experiencing domestic and family violence and want to talk to us about how we can support you, please contact our Insurance Services team on (07) 3552 4289, Monday to Friday between 8.00am and 5.00pm AEST.

If you need to access support services, you can contact 1800RESPECT.

### **About Credicorp**

Credicorp Insurance Pty Ltd ABN 50 069 196 756, AFSL No. 238335 is a wholly owned subsidiary of Credit Union Australia Ltd (CUA). If you purchased a loan repayment insurance policy with a loan provided by CUA, the accident and illness, and involuntary unemployment component of this insurance is provided by us.