

FINANCIAL HARDSHIP



We appreciate there are times when circumstances beyond your control can make it difficult to meet all your financial commitments.

If you're struggling to make payments to us, please let us know as soon as possible by contacting us on 1300 668 066 or info@suu.com.au

URGENT SUPPORT AFTER A CLAIM

If an event causes you to be in urgent financial need, we're here to support you. For example, we might be able to speed up our assessment to give you a decision on your claim. Talk to your claims specialist to discuss the support we can offer.

INDIVIDUALS ENTITLED TO SUPPORT

Financial Hardship means you have difficulty meeting your financial obligations to us.

You may be entitled to support because you are suffering Financial Hardship if you are:

- a) an individual Insured or a Third Party Beneficiary who owes us money – including an excess – under an insurance policy we have issued; or
- b) an individual and we are seeking to recover money from you because we believe you caused damage or loss to either an Insured, or a Third Party Beneficiary who we cover under an insurance policy.

The support that we provide does not include support with paying the premiums under an insurance policy we have issued.

IDENTIFYING PEOPLE EXPERIENCING FINANCIAL HARDSHIP

We have internal policies and training appropriate to our Employees' roles to help them to identify if you are experiencing Financial Hardship and decide how they may be able to provide support to you.

We encourage you or your representative, to tell us about your Financial Hardship so that we can work with you to discuss your situation and the options available to support you – otherwise there is a risk that we may not find out about it.

KEEPING YOU INFORMED

We will communicate with you about your application and where possible, we will use your preferred method of communication.

If we know that you have nominated a representative, then we will keep that person updated about your request for Financial Hardship support, unless you tell us not to.

ASSESSING YOUR REQUEST FOR FINANCIAL HARDSHIP SUPPORT

When we are assessing your request for Financial Hardship support, we will consider all reasonable evidence – for example:

- a) evidence of serious illness that prevents you from earning income;
- b) If you advise us or we suspect you may be impacted by Family Violence.
- c) evidence of a disability, including a disability caused by mental illness;
- d) if you are a Centrelink client, your Centrelink statements; and
- e) evidence of your unemployment. We will request information from you only if it is reasonably necessary for us to assess your application for Financial Hardship support.

If, after we receive your application for Financial Hardship support, we need more information from you before we can make our decision, then we will:

- tell you the information we need as early as possible; and
- be specific about the information we need.

You have 21 Calendar Days from the date of our request to provide that information to us unless we have agreed to a different timeframe.

FINANCIAL HARDSHIP

PUTTING RECOVERY ON HOLD

If we are taking action to recover an amount from you, we will put that action on hold if we identify that you are experiencing Financial Hardship, or if you ask us for Financial Hardship support in relation to that amount.

When we put the action on hold, we will contact any Collection Agent or solicitor that we have appointed and tell them the action is on hold.

The action will stay on hold until we have assessed your application for Financial Hardship and notified you of our decision about it.

MAKING OUR DECISION

We will tell you in writing of our decision about whether to give you Financial Hardship support within 21 Calendar Days after we receive your application, unless we have asked you to provide us with more information.

If we do ask you for more information and:

- a) you provide all information we requested, then within 21 Calendar Days of receiving it we will tell you in writing, our decision about whether to give you Financial Hardship support; or
- b) you do not provide all information we requested within 21 Calendar Days (or by a later date we agree to), then within 7 Calendar Days of that deadline passing, we will tell you in writing, our decision about whether to give you Financial Hardship support.

IF YOU ARE ENTITLED TO FINANCIAL HARDSHIP SUPPORT

If we decide you are entitled to Financial Hardship support, then we will work with you to implement an arrangement that could include any one or more of the following:

- a) delaying the date on which the payment must be made;
- b) paying us in instalments – we will not refuse a reasonable request from you to pay the amount you owe in instalments;
- c) paying a reduced lump sum amount;
- d) delaying one or more instalment payments, for an agreed period;
- e) deducting the excess from the claim amount we pay you.

We will confirm the agreed arrangement with you. Where possible this will be in your preferred method of communication. If we agree you are entitled to Financial Hardship support, but we are unable to agree about how you can be supported, then we will tell you in writing, about our Complaints process.

IF YOU ARE NOT ENTITLED TO FINANCIAL HARDSHIP SUPPORT

If we decide that you are not entitled to Financial Hardship support, we will tell you the reasons for our decision and about our Complaints process. Where possible, we will tell you this in your preferred method of communication.

If your circumstances change, then you may re-apply for Financial Hardship support in relation to the amount you owe. However, for any further application you make, it will be at our discretion whether we again put any recovery action on hold.

FINANCIAL COUNSELLING

Sometimes you may need extra help to get through a difficult time. For free, confidential, independent financial advice visit Financial Counselling Australia or call the national financial counselling hotline on 1800 007 007.

ASSISTANCE WITH TRANSLATING AND INTERPRETING

SUU have engaged the services of TIS National (Translating and Interpreting Service) to assist customers or third parties who require additional assistance with language. Customers and third parties can call 1800 131 450 for assistance 24hrs/day 7 days/week.

FINANCIAL HARDSHIP PROVISIONS IN THE CODE OF PRACTICE

To find out more visit General Insurance Code of Practice 2020.

OUR PRIVACY POLICY

The SUU Privacy Policy applies to the operations of SUU within Australia and explains how we manage your personal information. We safeguard your privacy and the confidentiality of your personal information and are bound by the Australian Privacy Principles which are set out in the Privacy Act 1988.