

FINANCIAL HARDSHIP POLICY

Aircrew Insurance is a Business Name of Strategic Underwriting Pty Ltd (ABN 71 619 739 212 AFSL 554 636), referred to as 'Aircrew Insurance', we, 'us', or 'our' in this Policy) is committed to supporting customers ('you' or 'your') who are experiencing financial hardship.

This Financial Hardship Policy (Policy) has been developed to comply with the General Insurance Code of Practice (the Code) and sets out how Aircrew Insurance identifies and supports Clients affected by Financial Hardship.

SCOPE

You may be entitled to support where you are an individual:

- insured under an insurance policy issued by us and you owe us money – including an excess
- that we are seeking to recover money from because we believe you caused damage or loss to an individual who we cover under an insurance policy; and
- making a claim under your policy due to an event that has caused you to also be in Financial Hardship and in urgent financial need of the benefits that you are entitled to under your policy.

WHAT IS FINANCIAL HARDSHIP

For the purposes of this Policy, "financial hardship" means difficulty meeting your financial obligations, including obligations owed to us, where the financial hardship has each of the following characteristics:

- **Significant** – The financial hardship represents a significant impact on your ability to meet your financial obligations. This can be either caused by Your ability to generate income being impacted or caused by additional unavoidable expenses.
- **Urgent** – The financial hardship requires immediate action to assist You to alleviate your financial situation.
- **Unforeseen** – The financial hardship is an unforeseen change to your situation and is outside your control.
- **Temporary** – The financial hardship is temporary and you expect that the financial emergency will pass. All of the above characteristics must be present for this Policy to apply.

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CONTACT OUR HARDSHIP OFFICER

You can contact our Hardship Officer by writing or calling:

The Hardship officer

By Telephone: 1300 089 847

By Email: support@aircrewinsurance.com.au

In Writing: PO Box 456, Grange, QLD 4051

FINANCIAL HARDSHIP APPLICATION

Where you are experiencing financial hardship, you may request the Financial Hardship Application form from us or our representatives, including solicitors and collection agents. The form is also available on our website – <https://aircrewinsurance.com.au/>

Please complete and return the form to us with any supporting information and documentation that you consider will assist us in considering your application. The completed Application Form and supporting information is to be sent to:

Aircrew Insurance

Level 18, 324 Queen Street
Brisbane QLD 4000
Telephone: 1300 089 847
Email: support@aircrewinsurance.com.au

OUR DECISION

We will inform you in writing of the result of your application within 21 calendar days after we receive your application and any additional information that we have requested. We will put any recovery action on hold pending the outcome of your Financial Hardship Application.

NATIONAL DEBT HELPLINE

Sometimes you may need extra help to get through a difficult time.

Free, confidential, independent financial advice is available to you through the **National Debt Helpline**.

Phone: 1800 007 007

Further information and access to online chat with a Financial Counsellor can be obtained at the National Debt Helpline website <https://ndh.org.au/>

FINANCIAL HARDSHIP PROVISIONS IN THE CODE OF PRACTICE

You can find out more by reviewing the General Insurance Code of Practice at www.codeofpractice.com.au

The Aircrew Insurance Privacy Policy 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 (Cth).