

Supporting our customers

iffinity
UNDERWRITING GROUP

Iffinity Pty Ltd

AFSL 231093 ABN 34 055 235 875

Level 3, Building 7, 570-588

Swan Street, Richmond VIC 3121

Phone: (03) 9290 9200

Email: info@iffinity.com.au

HAVEN UNDERWRITING PTY LTD

is a Corporate Authorised Representative (No. 001310330)
of Iffinity Pty Ltd; AFSL 231093, ABN 34 055 235 875.

FINANCIAL HARDSHIP SUPPORT

If you are struggling to meet your financial obligations to us, please let us know as soon as possible. Contact us at info@havenunderwriting.com.au or speak to your regular contact at Haven Underwriting Pty Ltd.

We will provide you with a Financial Hardship Application Form to complete. We will assess your request for Financial Hardship support upon receipt of your Financial Hardship Application Form and will decide how we may be able to support you.

During our assessment of your request, we will consider all reasonable evidence relevant to your circumstances. For example, you may need to provide supporting documents confirming your loss of income, loss of employment or your inability to earn income due to disability, illness or injury, etc.

Depending on the policy you hold with us, our support options available to you may include:

- fast-tracking our assessment of your claim or provide you with an emergency payment if you have an urgent financial need,
- payment options for your claim excess or insurance premium, such as extension of due date for payment, paying in instalments or paying a reduced lump sum,
- putting action to recover an amount from you on hold, or
- other (a combination of the above options or a possible waiver of the debt).

FINANCIAL COUNSELLING

You may also visit Financial Counselling Australia or contact the National Debt Helpline 1800 007 007 for free financial advice and counselling services on how to get back on track during a difficult time.

ACCESSIBILITY SERVICES

If you would like to use relay services, please visit National Relay Service (NRS) website or call 1300 555 727 (Voice Relay), or 133 677 (Teletypewriter TTY) or 0423 677 767 (SMS Relay).

INTERPRETER SERVICES

If you would like to discuss your insurance needs in a language other than English, we can provide information about our products in different languages at your request. Please ask for an interpreter when you call us on 02 9222 7600. We will arrange this for you where possible.

You may also visit the Translating and Interpreting Service (TIS National) for interpreting services provided by the Department of Home Affairs.

DOMESTIC AND FAMILY VIOLENCE SUPPORT

Domestic and family violence can happen to anyone at any time, regardless of their age, gender, sexual orientation, geographic location, cultural or religious beliefs, or economic status. Domestic and family violence refers to violent, threatening or abusive behaviour by a person towards a current or former family member or partner where the abuser seeks to dominate, coerce or control the other person. Domestic and family violence is not limited to physical harm. It can include emotional, sexual, financial, psychological and economic abuse and social isolation.

At Haven we recognise that domestic and family violence can be complicated, challenging and personal. Every person's situation is unique and the right actions for you will depend on your individual circumstances. If you are affected by domestic and family violence, we are committed to supporting you through this difficult time.

HOW WE CAN HELP

At Haven we can help support you by:

- Helping you set up new insurance policies
- Ensuring an appropriate and sensitive claims handling process
- Giving you greater control over how your personal information is shared with third parties;
- Finding safe ways to communicate with you in light of your circumstances
- Minimising how often you need to disclose your personal information
- Assisting to arrange access to financial hardship support
- Referring you to specialist services

YOUR INSURANCE

If you need help with your policy, insurance premiums or need to make a claim, please contact us on 02 9222 7600. If you already have a claim with us, please contact your claims officer directly.

Haven offer support for financial hardship is those times when your circumstances can make it difficult to meet your financial commitments. If you are experiencing financial hardship, please speak to your claims officer or contact us on 02 9222 7600.

YOUR PRIVACY

Haven understand that privacy can be critical to safety in any domestic and family violence situation. We will take care to protect your personal information in accordance with our Privacy Policy.

YOUR SAFETY AND WELLBEING

There are a number of services available if you are experiencing domestic and family violence. We have listed below some of these services for you. In an emergency or if you are not feeling safe, always call **000**.

1800RESPECT

1800 737 732

24-hour hotline for anyone who is at risk of domestic and family violence and sexual assault

LIFELINE

13 11 14

24-hour crisis support and suicide prevention services.

ABORIGINAL FAMILY DOMESTIC VIOLENCE

1800 019 123

A dedicated line for Aboriginal victims of crime who would like information on victims' rights, how to access counselling and financial assistance.

RELATIONSHIPS AUSTRALIA

1300 364 277

Community-based not-for-profit organisation providing support groups and counselling on relationships.

AGEING AND DISABILITY ABUSE HELPLINE

1800 628 221

A helpline for abuse, neglect and exploitation of older people and adults with disability.

NATIONAL DEBT HOTLINE

1800 007 007

Free financial advice and counselling services on how to get your finances back on track during a difficult time.

KIDS HELPLINE

1800 551 800

Free private and confidential counselling services for young people aged 5 and 25.

MENSLINE AUSTRALIA

1300 789 978

Free telephone and online support, information and referrals for men with family and relationship concerns.

QLIFE

1800 184 527

Free and anonymous counselling services and LGBTI relationship support.