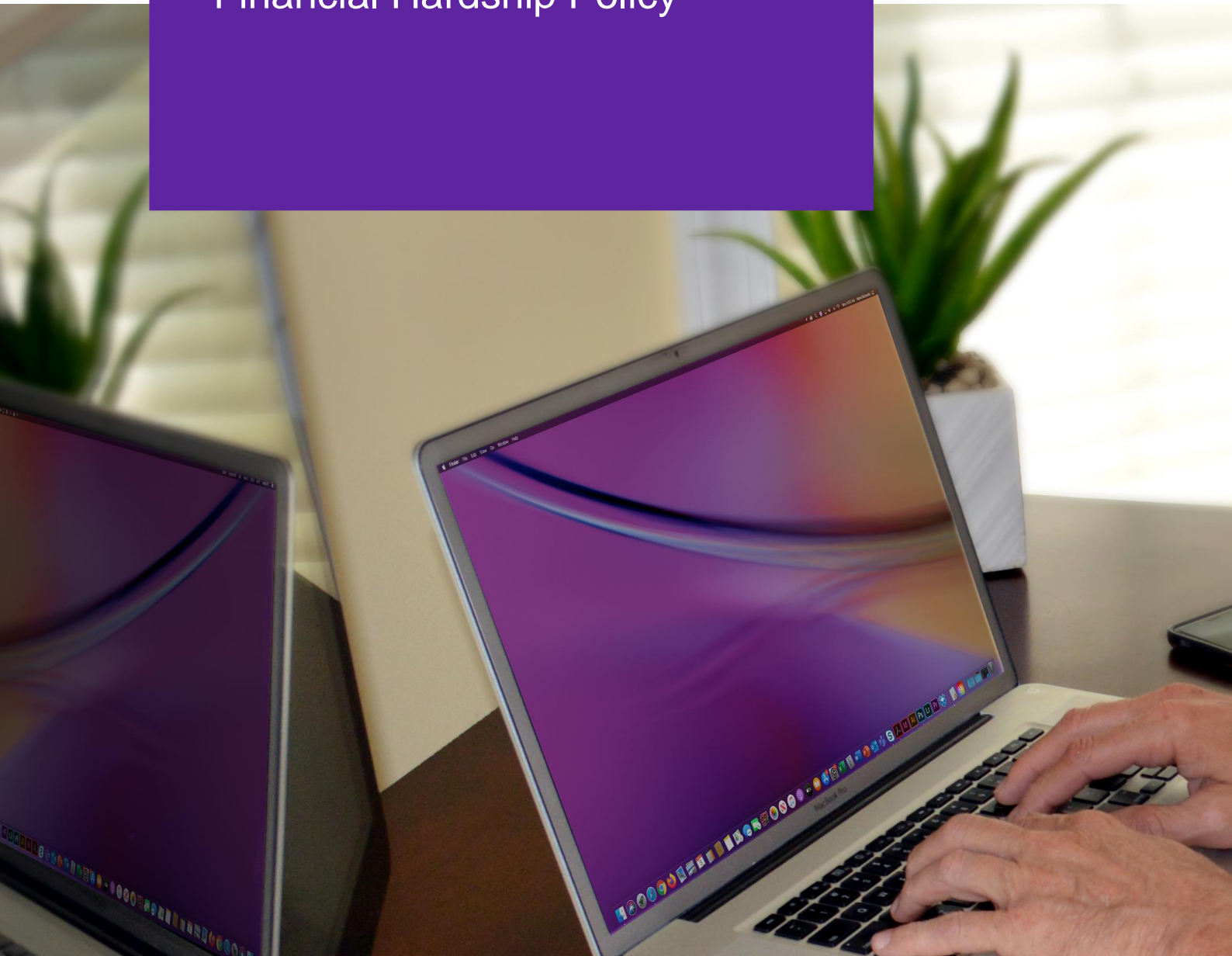




# **DXC Insurance Solutions Australia Pty Ltd**

Financial Hardship Policy



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## Policy Management

### Change History

Table 1. Change History

Version	Date	Details
1	12.11.2021	Policy reviewed and converted to policy template

This Policy is an on-line document and as such all updates will be made on-line. As soon as a document is printed it ceases to be a controlled document. To ensure that you are reviewing the latest copy of this policy, please access the on-line version available on the DXC Insurance Solutions Portal.

### Change Management

The Policy is owned by the Directors and Responsible Managers of DXC Insurance Solutions Australia Pty Ltd. The Policy will be updated periodically in line with statutory and regulator developments and industry practice.

### Exceptions, Violations and Queries

Any exception to this Policy must be approved by Policy owner /delegate.

# 1 Introduction

DXC Insurance Solutions Pty Ltd (DXC) subscribes to the Insurance Council of Australia's General Insurance Code of Practice except for any claims adjusted outside of Australia.

DXC proudly support the General Insurance Code of Practice in its entirety. The purpose of the Code is to raise standards of practice and service in the general insurance industry.

One of DXC's focus is treating people fairly, particularly when faced with Financial Hardship.

The following policy explains how we will deal with You in such Circumstances.

## 1.1 Financial Hardship

Financial Hardship means You have difficulty meeting Your financial obligations to us.

You have a right to ask us to fast-track a claim if You have an urgent financial need.

## 1.2 Individuals Entitled to Support

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

- An individual Insured/ or Third-Party Beneficiary who owes us money, including an excess, under an insurance policy we have issued; and
- An individual we are seeking recovery from, for damage or loss caused by You to an Insured or Third-Party Beneficiary we cover under an insurance policy.
- An individual we are seeking recovery from, for damage or loss caused by You to an Insured or Third-Party Beneficiary to whom we provide a claims handling service.

This section does not apply to the payment of premiums under an insurance policy we have issued.

## 1.3 Identifying People Experiencing Financial Hardship

We have internal policies and training appropriate for 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.

If You tell us, or we identify, that You are experiencing Financial Hardship, you may ask us to assess whether You are entitled to assistance. If You inform us that You are experiencing Financial Hardship, we will supply You with an application form for Financial Hardship assistance, and contact details for the National Debt Helpline 1800 007 007 if this is appropriate to Your circumstances.

In assessing Your request for Financial Hardship assistance, we will consider all reasonable evidence of Your Financial Hardship such as:

- For Centrelink clients, Your Centrelink statements; or
- Evidence of serious illness that prevents You from earning income; or,
- Evidence of Your unemployment; or
- Evidence of a disability, including disability caused by mental illness.

We will only request information from You that is reasonably necessary to assess Your application for Financial Hardship assistance. We will notify You about our assessment of whether You are entitled to assistance for Your Financial Hardship as soon as reasonably practicable.

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. If You require more time to provide this information, you need to communicate to us the need for an extension and outline the reasons for the extension of time.

## 1.4 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.

## 1.5 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/service provider, including a 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.

## 1.6 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:

- 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
- 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:

- Delaying the date on which the payment must be made
- Paying us in instalments — we will not refuse a reasonable request from You to pay the amount You owe in instalments pursuant to a Payment Plan
- Paying a reduced lump sum amount
- Delaying one or more instalment payments for an agreed period
  - 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.

## 1.7 Releasing Your Payment Obligation/Debt

If we decide You are entitled to Financial Hardship support, then You may ask us to release, discharge, or waive a debt or payment obligation. However, you are not automatically entitled to this.

If we agree to release, discharge, or waive a debt or payment obligation, then we will confirm this with You in writing.

You can ask us to notify any financial institution with an interest in Your insurance policy that You are entitled to Financial Hardship support and, if applicable, that we have released, discharged, or waived a debt or payment obligation. If You ask us to do this, then we will tell them about this in writing.

## 1.8 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.

## 1.9 Standards for Collecting Money

Any Collection Agent or solicitor collecting money for us, will comply with the Debt collection guideline for collectors and creditors published by the Australian Competition and Consumer Commission and the Australian Securities and Investments Commission.

Any Collection Agent or solicitor collecting money for us, are required to:

- Understand the Financial Hardship requirements in the Code; and
- Receive training to help identify whether You might need Financial Hardship support.

When our Collection Agent or solicitor, first communicates with You about any money owed, then we will ensure that this communication will provide You with information to show that the amount we are seeking to recover from You is fair and reasonable. This may include:

- Information on the relevant loss and/or damage and the claim.
- The actual cost of completed repairs; and
- The evidence we relied on when we calculated the amount.

This communication will also include:

- Information about our Financial Hardship process; and
- Contact details to enable You to contact us to discuss Financial Hardship support or if You have any questions.

If our Collection Agent or solicitor communicates with You about money owed, then that communication will identify us as the insurer that they are acting on behalf of and will specify the nature of our claim against You.

If You tell our Collection Agent or solicitor that You are experiencing Financial Hardship, then they must notify us and give You information in writing about our Financial Hardship process.

## 1.10 Bankruptcy

If You tell us that You intend to declare bankruptcy, then we will work with You (or Your representative) to agree on the amount owed. We will also give You written confirmation of that amount for the purposes of Your declaration of bankruptcy.

If we cannot agree on an amount, then we will provide details of our Complaints process in writing.



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### **About DXC Technology**

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at **DXC.com**.

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