



adica
INSURANCE

MS&AD
INSURANCE GROUP

Financial Hardship Guide

5 October 2021

We understand that at times, you could be experiencing financial hardship. We also understand that financial hardship may be temporary or due to an event outside of your control for example, due to a car accident. We are committed to working with you to provide options for support and will take the time to consider your individual circumstances when considering the support we can provide and when reviewing your application for financial hardship.

Our staff have received financial hardship training including how to identify that you may need additional support and how to assess, and support you, through the financial hardship application process. Our suppliers have also undertaken financial hardship training to ensure that if you need assistance, you will be referred to us so we can support you.

We encourage you to let us know if you need any additional support, including financial hardship support, to ensure we are aware and are able to offer you assistance.

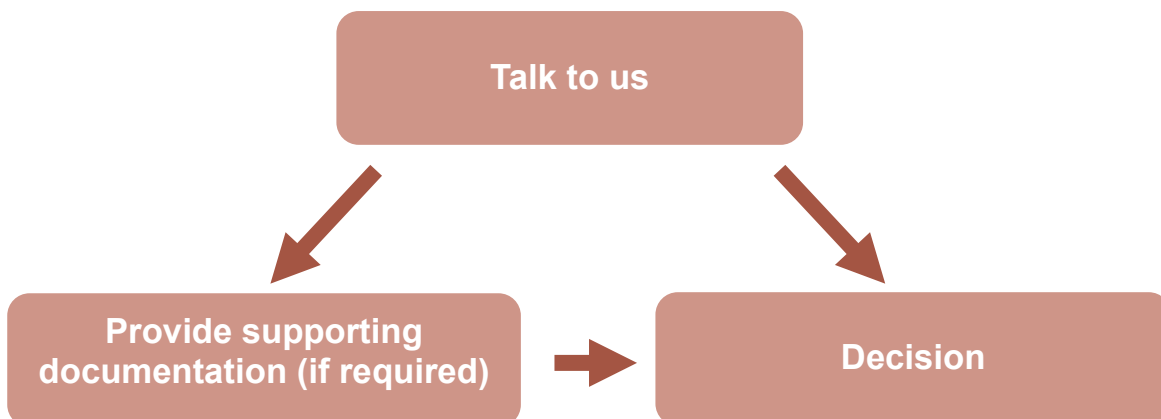
1. How we can support you

Depending on your circumstances, we may do one or more of the following:

- a. Refer you to financial counselling services
- b. Implement a repayment plan
- c. Pause or delay any payments owing
- d. Reduce payments owing for a fixed period
- e. Deduct the excess from the claim amount we pay you
- f. Waive cancellation fees
- g. Fast track any claim you may have

This is not an exhaustive list, and we encourage you to discuss with us if there are alternative methods of financial hardship assistance that may better suit your needs.

2. How can you apply for support?



2.1 Talk to us

Please contact us on **1300 013 372**. We will ask you some basic questions about your circumstances and discuss some options that are available to you. Depending on your circumstances, we may need more detailed information from you regarding your financial position e.g. income and expenses. This will give us information to establish what support we may be able to provide.

If you feel more comfortable, you can submit your Financial Hardship Application Form via email to: Claims@adica.com.au or mail to PO BOX 7212, Melbourne, VIC 3004.

The Financial Hardship Application Form is attached to this Financial Hardship Guide.

2.2 Send supporting documentation (if required)

Depending on the amount owing and taking into account your specific circumstances, we may need to obtain supporting documentation to support your financial hardship application.

We will only ask for specific information that we need to assess your financial hardship application. We will do our best to ask for this information as soon as possible – usually we will know within your first phone call if we will need additional information.

2.3 Decision

In most circumstances we will be able to make a decision as to whether we are able to accept your request for financial hardship immediately.

Where we require supporting documentation, we will make a decision once we have received all relevant information. If we do not receive the supporting documentation, we will make a decision based on the information we have.

We will comply with any timeframes contained within the *General Insurance Code of Practice* and we will always confirm our decision in writing.

3. Outsourced recovery

In some circumstances, we will utilise the expertise of a recovery agent to recover monies on our behalf – particularly for third parties where we are holding you at fault for an incident with one of our insured customers. We choose these recovery agents based on their knowledge and skill to recover funds and the additional resources they can dedicate to assisting you.

All our recovery agents have received training on financial hardship; if your account has been outsourced to a recovery agent they will take your initial financial hardship application, give you information about our financial hardship process in writing and will notify us of your financial hardship.

Rest assured as soon as we, or our recovery agent, become aware of your financial hardship, they will place all recovery on hold and work with you, to find a solution that works for you.

4. Additional resources

If you need any additional support, these resources may be useful for you:

National Debt Helpline: <https://ndh.org.au/> or 1800 007 007

Money Smart: <https://moneysmart.gov.au/>

Adica's Complaints Guide and Family and Domestic Violence Policy are located here:
<https://www.adica.com.au/welcome/policies>

Financial Hardship Application Form

Statement of Financial Position

Claim number	
Policy number (if applicable)	

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Name	
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Address	
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Telephone number	
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Number of dependents	
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Employer	
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Employer address	
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Occupation	
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Fulltime, part time or casual	
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Notes (any additional information you would like us to consider):	

Income per Fortnight

Net salary per fortnight (after tax and super deductions)	\$	
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Any Other income sources (e.g. dividends, family allowance, newstart, centrelink, any other government allowances)		\$
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	\$
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	\$
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	\$
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Total fortnightly income	\$	
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Expenses per Fortnight

Mortgage	\$	
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Rent	\$	
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Food	\$	
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Car expenses	\$	
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Car payments		\$
Credit card repayments		\$
Loan repayments		\$
Phone/Internet/Mobile Bill		\$
Utilities (gas, electric, water)		\$
Any other expenses (please specify)		\$
		\$
		\$
Total fortnightly expenses		\$
Net surplus		\$
Proposed up front lump sum payment		\$
Proposed amount to pay on a fortnightly basis		\$