

VULNERABLE CUSTOMERS

INTRODUCTION

This manual should be read in conjunction with the SUA Financial Hardship Policy, Privacy Procedures Manual and Domestic and Financial Abuse Policy.

COMMITMENT STATEMENT

Whilst SUA does not directly have business interaction with the insured client, SUA understands that, at different times in their lives, some customers may find themselves in circumstances where they need some additional support through experiencing some form of vulnerability.

SUA is committed to managing customers who are experiencing vulnerability with empathy, sensitivity and with the utmost consideration to customer's security and individual circumstances.

Vulnerability is a personal situation, where people are exposed and susceptible to harm, exclusion or loss. Everyone may experience being vulnerable in their life and its impacts can be experienced differently. Customer vulnerability involves an inter-play of personal and environmental circumstances, market practices and the actions of our organisation. SUA is committed to supporting customers through the event of circumstances such as this.

Customer vulnerability can be caused through many situations such as (not limited to):

- Low financial literacy
- Age-related impairment
- Mental illness
- Cognitive impairment
- Scams and fraud
- Culturally and linguistically diverse backgrounds
- Financial abuse
- Natural disasters
- Serious illness
- The loss of a loved one
- Domestic and family violence
- An addiction or behavioural challenges
- Elder abuse
- Disability
- Impecuniosity
- Low digital literacy
- Living in a remote geographical location or community
- Loss of employment
- Other circumstances causing significant detriment

TRAINING

This manual should be read in conjunction with the SUA Financial Hardship Policy, Privacy Procedures Manual and Domestic and Financial Abuse Policy.

We provide appropriate training to all our staff and service suppliers, including but not limited to those who:

- engage with our customers;
- are managers of staff who engage with customers, and are responsible for customer engagement; and
- are responsible for the development of products, processes and systems.

Our training encompasses:

- the nature of consequences of vulnerability;
- how to engage effectively and appropriately with affected customers; and
- how to apply this policy.

We review and update our training regularly and as required. The ongoing training and enhancement of training materials in this regard forms part of SUA's commitment to supporting customers experiencing vulnerability.

CONFIDENTIALITY AND DISCLOSURE

We are committed to security of our customer's personal information and will engage with them to determine their preferred methods of communication. We will minimise the need for customers to repeat disclosure.

We offer to speak to a customer's support person, such as a financial or legal counsellor, their Insurance Broker or anyone else they may deem appropriate in support of their personal circumstances. We need the customer's permission to talk to their support person, so if they wish to have them act on their behalf they will need to provide us with a written "Letter of Authority" that confirms this.