



Financial Hardship

QBE supporting vulnerable customers

Events that may result in a customer facing financial hardship include, but are not limited to:

- Changes in employment status, such as job loss
- Changes in their general financial situation
- Significant life event, such as relationship breakdown
- An emergency event or natural disaster
- Medical conditions



What to do if I identify a customer requires financial hardship assistance

1 Recognise

- Some customers might tell you directly they are experiencing financial hardship, or someone else like a relative or friend might let you know.
- A customer's language, behaviour or circumstances can also help you recognise that a customer is experiencing financial hardship.

2 Respond

When a customer needs help it's important to:

- Ask "are you ok?"
- Respond with empathy and listen carefully to understand if there's anything you can do to help.
- Let the conversation take its course without judgement or a preconceived outcome.

3 Refer

- If you recognise a customer is experiencing financial hardship, provide the customer with Financial Hardship information* via email or post (ensuring you use the customer's preferred method of contact), refer them to the QBE website or ask them to call 1300 650 503.
- Customer can email QBE directly at customercare@qbe.com.
- Refer to QBE within 1 business day.

Important

If a customer is in immediate danger (e.g. threatens self-harm, family violence) this should be reported to your manager and the relevant emergency services should be notified urgently.

Financial Hardship Information

Click the links below for QBE's financial hardship flyer and application:


- [QBE Financial Hardship Flyer](#)
- [QBE Financial Hardship Application](#)





The types of financial hardship assistance we can provide

- Extending a due date for a payment
- A payment plan, i.e. paying in instalments or postponing one or more instalments
- Reducing the amount owed (excess or debt)
- Writing off or waiving the amount owed (excess or debt); or
- A combination of the above

How to provide support to a customer experiencing financial hardship

 Put on hold any action to recover money from the entity

 Keep the action on hold until QBE advise you of our financial hardship decision for the customer

 Contact any Legal Firms or Collection Agents appointed and instruct them to put any action on hold; or

If you are a Legal Firm or Collection Agent, contact the entity that instructed your company and advise them of the financial hardship enquiry including that the action is on hold.

What QBE do after you refer a customer for Financial Hardship assistance



Register and acknowledge the financial hardship request



Check that any recovery actions that are currently underway have been ceased



If necessary, request supporting information from the customer or their representative



Complete an end-to-end review of supporting information



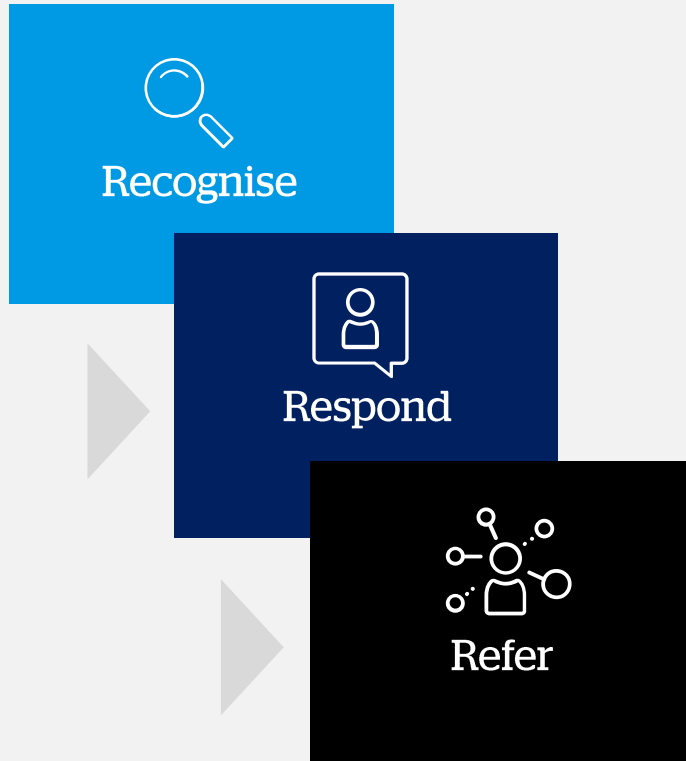
Provide a remedy where appropriate



Advise you and the customer of the outcome and next steps in writing



Your role



Put on hold any action to recover money from the entity.



After you provide the customer with the financial hardship information, you need to advise QBE within 1 business day of the circumstance.



Keep the action on hold until QBE advise you of our financial hardship decision for the customer.

QBE's role



Acknowledge the request



Complete end-to-end review



If necessary, request supporting information from the customer or their representative



Provide a remedy where appropriate



Advise you and customer in writing

