

FAMILY VIOLENCE POLICY

June 2023



Domestic violence can impact anyone. In addition to physical violence, abuse can extend to many other situations including threatening behaviour, emotional abuse, coercive (controlling) behaviour and financial/ economic abuse.

We are committed to ensuring that your safety is paramount and in supporting you at a difficult time. Everyone's needs are different and if you are experiencing any form of abuse, we will endeavour to provide targeted support by:

- Ensuring our staff are appropriately trained, including treating you with empathy and respect and identifying early recognition of abuse so that the appropriate support can be provided.
- Ensure your privacy is respected and ensure all relevant information is kept confidential including if you have a joint policy (where possible). Should you wish for someone to act on your behalf, we may need your consent to discuss your circumstances with them.
- Ensuring that when we communicate with you, this will be done via your preferred communication method (where available), for example by phone or email. Our staff will discuss with you the best method of communicating with you to ensure your safety.
- Making it easy for you to communicate with us. Where you have a claim or complaint, you will have direct access to your assessor or complaints handler.
- If you are experiencing financial hardship, ensure you have easy access to have this considered. This includes discussing what arrangements we can provide if you are having difficulties paying your premiums, and prioritisation of your claim or complaint.
- Ensuring that your claim is not in any way impacted by your domestic situation and ensure that we are flexible in our approach to assessing your claim. This could include prioritising the assessment of the claim, minimising what information is required and assisting you in obtaining information.

- Referring you to a support service if relevant.
- Ensure easy access to our complaints process. You can find our complaints policy here aia.com.au/content/dam/au/en/docs/complaints-policy/complaints-policy.pdf. You can also lodge a complaint via this process if you are not satisfied that we have followed this family violence policy.
- Reviewing this policy periodically and at a minimum every three years, with the next review commencing in 2025.

We are also committed to supporting our staff who experience domestic violence, or who are affected by serving customers who have experienced domestic violence. This can be provided by referring them to support services and providing flexibility in working arrangements.

If you are experiencing an immediate threat, you should call 000.

You can also seek advice and support from White Ribbon Australia at **1800RESPECT**.

You can contact your claims assessor or complaints handler directly. For other queries, please visit aia.com.au/en/help-and-support/contact-us