

## Supporting Customers affected by Domestic and Family Violence

At Auto & General Insurance Australia, we provide insurance products designed to safeguard a brighter future for our customers and our employees.

We recognise that domestic and family violence is serious and affects a cross section of individuals within the Australian community. We are committed to supporting customers who are affected by domestic and family violence.

### Immediate Danger

If you are feeling unsafe and in immediate danger, call (Triple Zero) 000.

### Delivering timely, targeted assistance

Our employees and distributors have completed domestic and family violence training relevant to their role. We will continue to invest in employee training and process improvement to better support customers affected by family violence.

This policy outlines our commitment to provide support tailored to our customers' needs and appropriate for their unique situation.

### Support we provide:

- Assistance separating a joint policy
- Additional measures to safeguard privacy
- Contact details for relevant support organisations
- Fast-tracked review of a financial hardship application
- Immediate support to assist with a claim

### We may also provide:

- Flexibility with premium payments
- A delay in mid-term premium change (if applicable)
- A primary point of contact throughout a claim
- Additional tailored support when making a claim

We are committed to assisting our customers and will discuss options available based on individual circumstances.

### Disclosure of domestic and family violence:

Disclosing family violence will not prejudice our customers' eligibility to maintain a policy or make an eligible claim (policy underwriting criteria continues to apply).

### Expert support for our customers:

We are committed to supporting our customers within the bounds of our insurance expertise. A list of organisations that provide free and confidential support services for all Australians is included below:

**1800 Respect (National Sexual Assault, Domestic Violence Counselling Service)**

Offers confidential online and telephone counselling, information and referral services. **1800 737 732** (1800 RESPECT)  
 24 hours a day, 7 days a week.



[1800respect.org.au](http://1800respect.org.au)  
 1800 Respect Website

**Mensline Australia**

A free telephone and online counselling service for Australian men with emotional health and relationship concerns.

**1300 789 978**  
 24 hours a day, 7 days a week.



[mensline.org.au](http://mensline.org.au)  
 Mensline Website

**Lifeline**

A national charity that provides all Australians with access crisis support and suicide prevention services.

**13 11 14**  
 24 hours a day, 7 days a week.



[lifeline.org.au](http://lifeline.org.au)  
 Lifeline Website

**Kids Help Line**

A free and confidential telephone and online counselling service for children and young adults aged 5 to 25, as well as their parents, carers and teachers.

**1800 551 800**  
 24 hours a day, 7 days a week.



[kidshelpline.com.au](http://kidshelpline.com.au)  
 Kids Helpline Website

**Q Life**

Provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

**1800 184 527**  
 3pm - 12pm every day.



[qlife.org.au](http://qlife.org.au)  
 QLife Website

**Elder Abuse Prevention Unit**

Provides support, referrals and information to Australians who experience, witness or suspect the abuse of an older person by someone the person knows and trusts.

**1800 353 374** (1800 Elder Help)  
 9am - 5pm Monday to Friday.



[eapu.com.au/](http://eapu.com.au/)  
 EAPU Website