Financial Hardship Policy

Purpose

Howden Equine Pty Ltd (ABN 46 091 731 225 | AFSL 235666) (**Howden Equine**) is committed to supporting individual persons insured by our products affected by financial hardship.

This policy provides a framework to support persons who experience financial hardship and also provides references for external support for those experiencing financial hardship.

Introduction

Howden Equine acts on behalf of certain insurers (including certain underwriters at Lloyd's).

Where the relevant insurer is subject to the General Insurance Code of Practice (Code), certain financial hardship obligations apply to them under the Code.

Any reference to "we", "our" and "us" is to the relevant insurer(s) Howden Equine is acting on behalf of.

Who is entitled to apply for financial hardship support?

The obligations under the Code only apply in relation to:

- an individual Insured or a Third-Party Beneficiary who owes us money - including an excess - under an insurance policy we have issued; or
- an individual where we are seeking to recover money from them because we believe they caused damage or loss to either an Insured, or a Third-Party Beneficiary who we cover under an insurance policy.

(Referred to as "you" and "your" below).

Insured means a person, company or entity holding, or seeking to hold, a general insurance product covered by the Code. It excludes a Third-Party Beneficiary.

Third Party Beneficiary means a person, company or entity who is not an Insured but who is seeking to be, is specified to be, or is referred to as, a person to whom the benefit of the insurance cover extends. The relevant product must be covered by the Code. The person, company or entity may be specified by, or referred to by, name or otherwise.

We encourage you or your representative to tell us about your financial hardship so we can work with you to discuss your situation and the options available to support you - otherwise there is a risk we may not find out about it.

What is financial hardship?

Financial hardship is where you have difficulty meeting your financial obligations to us.

We consider you to be experiencing financial hardship when you are willing to meet your financial obligations to us, but your current financial circumstance do not make this possible. This may be due to several reasons including, but not limited to:

- Death of a family member
- Serious illness
- Family violence
- Unemployment
- Reduced income

Important Note: *Financial Hardship support does not apply to the payment of premiums under an insurance policy we have issued. If you are having difficulty paying your premium, please contact your Insurance Broker.*

If you are experiencing financial hardship and you owe money to us or you are in urgent financial need of the benefits you are entitled to under a policy you have with us due to an event for which you are making a claim (such as a natural disaster), please contact us immediately on 1300 904 503.

We will use the information provided in assessing your request for financial hardship support. Depending on the circumstances of your request, we may ask you to provide further information. If you have any questions about the process, or need further assistance, please contact us.

Privacy

We are committed to protecting your privacy. We use the information you provide to us to assist with your application for financial hardship support.

We do not trade, rent or sell your information. If you do not provide us with full information, we cannot properly review your request for financial hardship support.

Our Privacy Policy can be found on our website: www.howdeninsurance.com.au

Accessing support services

Free, confidential, independent financial advice is available to you through the following:

- Financial Counselling Australia
- The National Debt Helpline on 1800 007 007
- ASIC MoneySmart website
- Good Shepherd website for affordable financial programs