

# FINANCIAL HARDSHIP POLICY

## About Us

Car Rental Insurance Pty Ltd (CRI) is a specialist underwriting agency acting under an Agency Agreement with the insurer, Insurance Australia Ltd ABN 11 000 016 722, AFSL No 227681 trading as CGU Insurance.

CRI is a Corporate Authorised Representative (No. 321550) of Delaney Kelly Golding Pty Ltd ABN 35 000 663 221, AFSL No 231146.

## Financial Hardship

We're committed to supporting customers facing financial hardship. Our Financial Hardship Policy can help you access support and services when you need them most.

## How we can support you?

If you're in financial stress and are unable to pay money owed to us, we may — in certain circumstances — agree to:

- offer instalment payments;
- delay or extend payment terms;
- put the recovery of monies on hold;
- release your debt (where appropriate);
- agree with you to pay a reduced lump sum amount; and /or
- deduct an excess from a claim amount (cash settlement).

## How to apply for support

If you're going through financial hardship, please contact us today. We'll provide you with a form to apply for financial hardship support and help you through the application process.

Please let us know if we can help refer you to external services such as community support and financial counselling services.

## Natural disaster and fast tracking of urgent claims

We support all our customers and their communities by responding to catastrophes and natural disasters efficiently, professionally, and compassionately.

If a natural disaster has meant you have to make a claim under your policy and caused you financial hardship, we may:

- fast track both our assessment of your claim and the process we follow to make a decision about your claim; and/or
- pay you an advance amount in order to ease your urgent financial need within 5 days once agreed.

If you're in this position, please let us know – we're here to support you.

## Experiencing financial hardship?

If you need to make a payment toCRI and think you may have trouble, or are finding it difficult to meet repayments, please let us know as soon as possible so we can consider the most appropriate options to assist you.

We understand situations can sometimes arise that make it difficult to meet all of your financial commitments. If you feel you are facing financial hardship, the following process highlights how you can get in touch with us to request assistance.

We will consider every request for assistance on an individual basis and will work with you to develop a solution tailored to your circumstances.

## Our Process

To enable us to consider any financial issues you may be experiencing, please complete the **Financial Hardship Application form**. This form sets out the type of information we need to be able to consider a financial hardship request.

Please complete the form below, scan the relevant supporting information and email it all to [insurance@crinsurance.com.au](mailto:insurance@crinsurance.com.au) or [claims@recoverure.com.au](mailto:claims@recoverure.com.au).

Alternatively, you can post hard copies of the same information to Car Rental Insurance Pty Ltd, PO BOX 1670 North Sydney NSW 2059.

Once we have received your application, we will get back to you.

## Examples of documents to provide as support

As a minimum you need to provide supporting information for your main income (pay slip, Centrelink statement etc.). Depending on the circumstances of your request, we may ask you to provide further information.

The following documents may assist your application if they are relevant to your individual circumstances.

### Financial situation

- Letter from employer confirming loss of employment
- Letter from charitable organisation regarding loss of employment or inability to provide for basic necessities
- Bank notice regarding unpaid overdraft or repossession of mortgaged property

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- Bank notice regarding unpaid overdraft or repossession of mortgaged property
- Copies of unexpected bills/payments
- Pending disconnection of essential service/s
- Repossession notice of essential items, e.g. car, motorcycle
- Funeral expenses
- Notice of impending legal action
- Family law court document regarding changes

### Medical Situation

- Letter from doctor confirming inability to earn income due to disability, injury, illness or caring for sick family member
- Overdue medical bills

*PLEASE NOTE: For privacy reasons, if any of the documents you provide to us contain any government identifiers such as Tax File Number etc., please blank these out before sending.*

### Financial counselling assistance

Sometimes you may need extra assistance to get through a difficult time. Here are free and confidential financial counselling resources that can provide advice to Australians in every state and territory:

- Contact Financial Counselling Australia online via [Financial Counselling Australia Online](#) or by contact the National Debt Helpline on **1800 007 007**.
- Visit the [ASIC MoneySmart website](#).
- View the [Good Shepherd website](#) for affordable financial programs to people who are financially excluded.

### Financial hardship provisions in the Code of Practice

To find out more visit [2020 General Insurance Code of Practice](#).

### Our Privacy Policy

The [CRI Privacy Policy](#) applies to the operations of CRI and explains how we manage your personal information. We safeguard your privacy and the confidentiality of your personal information and are bound by the Australian Privacy Principles which are set out in the *Privacy Act 1988* (Cth).

## Contact Us

Mail: PO Box 1670, North Sydney NSW 2059

Tel: 1300 675 050 Fax: (02) 9460 0402

Email: [insurance@crinsurance.com.au](mailto:insurance@crinsurance.com.au) or [claims@recoversure.com.au](mailto:claims@recoversure.com.au)