

Vulnerable Clients, Family Violence and Financial Hardship Policy

Resolute Property Protect Pty Ltd is committed to treating all clients with fairness, respect and compassion.

We understand that at times, personal circumstances may affect your ability to manage your insurance or communicate with us. These circumstances may include financial hardship, illness, disability, family or domestic violence, bereavement, language or literacy barriers, mental health concerns, or other significant life events.

If you let us know that you need additional support, we will work with you to understand your circumstances and provide assistance where possible.

Depending on your needs, we may be able to:

- Communicate with you in a way that best suits your circumstances;
- Provide additional time to consider your insurance options or make decisions;
- Work with your nominated representative or support person (with your authority);
- Discuss available payment options with your insurer or premium funder, where applicable;
- Explain your insurance options in clear, straightforward language;
- Refer you to appropriate support services where relevant; and
- Provide additional support throughout the claims process by working with you and your insurer to help you understand the process and available options

If you are experiencing financial hardship or are affected by family or domestic violence, we encourage you to contact us as early as possible so we can discuss how we may be able to assist.

Privacy

Your privacy is important to us. Any information you provide regarding your circumstances will be handled sensitively and in accordance with our Privacy Policy.

Additional support

If you require additional support, please contact our team using the details on our Contact Us page or advise the staff member assisting you that you would like extra support. We are committed to working with you respectfully and confidentially to achieve the best possible outcome.