

HUTCH UNDERWRITING FINANCIAL HARDSHIP SUPPORT

We appreciate there are times when circumstances beyond your control can make it difficult to meet all your financial commitments.

We are committed to supporting customers facing financial hardship. Our Financial Hardship Support can help you access support and services.

How can we help?

Fast tracking your claim

If you can demonstrate that you are in urgent need of benefits you are entitled to under a Hutch Underwriting insurance policy because of an event causing a claim, we will work with our insurers to fast track the assessment of your claim.

In some situations, our insurers make an advance payment on the claim to assist you.

If you unable to pay us money owed to us due to financial hardship

We may in certain circumstances and subject to you demonstrating financial hardship to us:

- Extension of due date for payment.
- Paying in Instalments.
- Paying a reduced lump sum.
- Postponing one or more instalments.
- Other (including a combination of the above options or a possible waiver of the debt)

How to apply for financial hardship support

If you are going through financial hardship, please contact us as soon as possible. We can discuss your situation and provide you with our Application for Financial Hardship Assistance form to apply for support and assist you with the application process.

Telephone: 1 300 256 056

Email: help@hutchunderwriting.com.au

Other Support

You may also wish to consider contacting the National Debt Helpline on 1800 007 007 which is a free and confidential financial counselling resource that can provide advice to Australians in every state and territory:



The Clear Way to Better Cover

W: hutchunderwriting.com.au T: 1 300 256 056

Hutch Underwriting Pty Ltd ABN 846 552 56 134, L8, 11 York Street, Sydney, NSW, 2000.

Hutch is an Authorised Representative (number 001296345) of CoverRadar Group Pty Ltd, ABN 146 412 25 809, AFS Licence number 523647, of L8, 11 York Street, Sydney, NSW 2000.