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FAMILY VIOLENCE & SUPPORTING VULNERABLE CUSTOMERS POLICY – INFORMATION FOR CLIENTS

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Sure Insurance Pty Ltd trading as Castle Insurance (Castle, us, we, our) is committed to supporting people affected by family violence and treating them with the utmost dignity and respect.

We recognise that family violence means much more than physical violence. It includes emotional abuse, psychological abuse, sexual abuse, financial or economic abuse and damage to property. Our priority is to ensure that whenever family violence is identified or suspected, the safety of the customer affected by family violence and their family is protected and we are committed to supporting you.

Helping Customers

We will be flexible and vary our approach based on customers' individual circumstances, including providing personalised support. Castle can assist customers experiencing family violence by:

- ensuring safe and confidential communication in light of individual circumstances;
- helping to set up new insurance policies;
- helping to arrange access to financial hardship assistance; and
- referral to specialist support services.

Our Employees

Our employees and third-party providers are trained so that they can deal appropriately and sensitively with customers affected by family violence. We are committed to training our employees to help them:

1. understand if a customer may be vulnerable;
2. determine how best to support a vulnerable customer;
3. take account of a customer's particular needs or vulnerability; and
4. engage with a vulnerable customer with sensitivity, dignity, respect and compassion.

This may include arranging additional support and referral to specialised people or services.

Service Suppliers

Castle will ensure that our service suppliers who deal directly with customers, such as loss assessors, are also trained to deal appropriately with cases of family violence.

Privacy

Castle recognises that ensuring customers' personal information is kept private and secure is essential in family violence situations. At all times, we will ensure customers' personal and sensitive information is treated with confidentiality. For further information, please refer to our Privacy Policy.

Sure Insurance Pty Ltd trading as Castle Insurance (ABN 72 624 109 128) is an underwriting agency and holds an Australian Financial Services License (AFS License number 506 378). Insurance products distributed by Castle Insurance (under its own AFSL) with Products underwritten by Certain Underwriters at Lloyd's, led by Canopius Managing Agents Limited (Syndicate 4444)

Support Services

Agency	Phone	Website	Services Available
1800 RESPECT	1800 737 732	1800respect.org.au	National 24-hour Domestic & Family Violence and Sexual Assault Line
Beyond Blue	1300 224 636	beyondblue.org.au	24/7 support to people experiencing anxiety or depression
Lifeline	13 11 14	Lifeline.or.au	24/7 counselling & referral service for people in a crisis situation
MENSLINE	1300 789 978	Mensline.org.au	24/7 support, information and referral service for men with family and relationship issues
National Association of Community Legal Centres		http://www.naclc.org.au/	An independent not-for-profit community organisation that provides legal and related services to the public, focusing on the disadvantaged and people with special needs
National Debt Hotline	1800 007 007	https://ndh.org.au/	Financial counselling is a free, confidential service to assist people in financial difficulty

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