

## Financial Hardship Policy

Pen Underwriting ("**Pen Underwriting**", "**We**" or "**Us**") is committed to providing support to Customers ("**You**" or "**Your**") experiencing Financial Hardship. This Financial Hardship Policy sets out how we will support You if You are affected by Financial Hardship.

### 1. SUPPORT FOR FINANCIAL HARDSHIP

You may be entitled to support where you are an individual:

- insured under an insurance policy issued by Us and You owe us money — including an excess;
- that We are seeking to recover money from because We believe You caused damage or loss to an individual who We cover under an insurance policy; and
- making a claim under Your policy due to an event that has caused You to also be in Financial Hardship and in urgent financial need of the benefits that You entitled to under Your policy.

### 2. INSURANCE PRODUCTS THAT THIS POLICY APPLIES TO

This Policy applies to the following insurance products:

Product	Security
Commercial Motor Vehicle	100% Certain Underwriters at Lloyd's
Care Property	100% XL Insurance Company SE Australia Branch
	50% XL Insurance Company SE Australia Branch
Care Liability	100% Certain Underwriters at Lloyd's
Hospitality & Leisure Liability	100% Certain Underwriters at Lloyd's
Property Hospitality	100% Certain Underwriters at Lloyd's
Professional Indemnity	100% Certain Underwriters at Lloyd's

### 3. WHAT IS FINANCIAL HARDSHIP

For the purposes of this Policy, "Financial Hardship" means difficulty meeting your financial obligations, including obligations owed to Us where the Financial Hardship has each of the following characteristics:

- **Significant** – The Financial Hardship represents a significant impact on Your ability to meet Your financial obligations. This can be either caused by Your ability to generate income being impacted or caused by additional unavoidable expenses
- **Urgent** – The Financial Hardship requires immediate action to assist You to alleviate Your financial situation
- **Unforeseen** – The Financial Hardship is an unforeseen change to Your situation and is outside Your control
- **Temporary** – The Financial Hardship is temporary and You expect that the financial emergency will pass

All of the above characteristics must be present for this Policy to apply.

#### 4. FINANCIAL HARDSHIP APPLICATION

Where You are experiencing Financial Hardship, You may request the Financial Hardship Application form from Us or our representatives, including solicitors and collection agents. The form is also available on Our website: <https://www.penunderwriting.com.au/important-information/>

Please complete and return the form to Us with any information and documentation that you consider will assist Us in considering Your Application.

The completed Application Form and supporting information is to be sent to:

Compliance Manager  
Pen Underwriting  
PO Box 230  
Collins Street West VIC 8007

Email: [compliance.au@penunderwriting.com](mailto:compliance.au@penunderwriting.com)

We will treat the information that You provide to us in accordance with Our Privacy Policy: <https://www.penunderwriting.com.au/privacy-policy>

#### 5. RECOVERY ACTION

We will put any recovery action on hold pending the outcome of Your Application for Financial Hardship Support.

#### 6. OUR DECISION

We will inform You in writing of the result of Your Application within 21 calendar days after We receive Your Application and any additional information that We have requested.

#### 7. NATIONAL DEBT HELPLINE

Free, confidential, independent financial advice is available to you through the National Debt Helpline:

##### **National Debt Helpline**

**Telephone:** 1800 007 007

Further information and access to online chat with a Financial Counsellor can be obtained at the National Debt Helpline website <https://ndh.org.au/>

#### 8. COMPLAINTS

If You are unable to reach an agreement with Us about Financial Hardship assistance, or if You are unhappy with any aspect of the application process, You may make a complaint. For further information, ask for a copy of Our Complaints and Disputes Resolution Policy or <https://www.penunderwriting.com.au/important-information/>

#### 9. PRIVACY AND CONFIDENTIAL INFORMATIONS

We treat Your information in accordance with the terms of Our Privacy Policy <https://www.penunderwriting.com.au/privacy-policy/>