

Policy: Financial & Domestic Abuse and Family Violence Policy for Synergy Insurance Brokers

Effective Date: 01/01/2023

1. Introduction and Purpose

Synergy Insurance Brokers is committed to upholding the highest standards of compliance with applicable financial and domestic abuse laws in Australia. We strive to follow best practices to provide a safe and supportive environment for our clients. This policy outlines our commitment to assisting victims of financial or domestic abuse and establishes guidelines to prevent any enablement of such abuse. The policy has been endorsed by our Board and Senior Management and is regularly reviewed to ensure its effectiveness.

2. Financial and Domestic Abuse

2.1. Recognition of Vulnerability: Synergy Insurance Brokers acknowledges that some of our clients in Australia may be in vulnerable circumstances due to financial or domestic abuse. We are committed to delivering insurance products that benefit individuals and are dedicated to protecting the interests of abuse victims.

2.2. Board and Senior Management Accountability: The Board and Senior Management hold ultimate accountability for managing risks related to financial and domestic abuse. Regular reporting on these risks is provided to the Board, and any material concerns or breaches of this policy are promptly reported.

2.3. Responsibilities of Senior Management:

- Implementation and monitoring of effective financial and domestic abuse procedures.

- Receiving and reporting any suspicious activity or incidents related to financial or domestic abuse.
- Provision of training to staff members to raise awareness and ensure compliance.
- Collaboration with underwriters to stay informed about relevant legislation, regulations, and practices.
- Escalation of incidents and cooperation with regulatory and law enforcement bodies, when necessary, while adhering to applicable legislation.
- Conducting periodic reviews to assess compliance with relevant financial legislation.

3. Training and Support

3.1. Staff Training: Synergy Insurance Brokers recognizes the importance of training employees to effectively assist clients dealing with financial or domestic abuse. Suitable training will be provided to staff members to equip them with the knowledge, tools, and resources necessary to support clients and identify potential signs of abuse. The training will emphasize sensitivity, dignity, respect, and compassion.

3.2. Workplace Support: The company is committed to strengthening workplace responses to support individuals affected by domestic and financial abuse. This may include engaging employees in volunteering activities and creating a supportive environment.

4. Privacy and Confidentiality

4.1. Protection of Personal Information: Synergy Insurance Brokers acknowledges the critical importance of privacy and confidentiality in domestic and family violence situations. The company will handle personal information in accordance with its Privacy Policy, ensuring the security and safety of clients' information.

4.2. Flexible Information Management: Depending on individual circumstances, the company will make necessary arrangements to protect clients' information, such as changing personal, policy, or login details, altering mailing arrangements, or providing alternative communication methods.

5. Accessing Support and Information

5.1. Support Services: Synergy Insurance Brokers recognizes the range of support services available to individuals experiencing domestic and family violence or financial hardship in Australia. Clients are encouraged to contact the company for information on relevant service providers or to seek assistance from appropriate authorities.

6. Synergy Insurance Brokers' Family Violence Commitment

Synergy Insurance Brokers extends its commitment to assisting customers affected by family violence. This commitment includes respectful treatment, privacy protection, minimizing repeated disclosures, access to financial hardship assistance, staff training, and support for employees affected by family violence.

This policy statement applies to all policyholders, directors, employees, and other insured individuals associated with Synergy Insurance Brokers in Australia. For any inquiries or concerns related to financial or domestic abuse, please contact us immediately and request to speak with our senior management team.

External Support Services

If you are experiencing family or domestic violence, help is available on any of the following free services:

- 1800RESPECT: www.1800respect.org.au or at 1800 737 732
- Lifeline: www.lifeline.org.au or at 13 11 14
- Relationships Australia: www.relationships.org.au or at 1300 364 277
- Elizabeth Morgan House Aboriginal Women Family Violence Services:
www.emhaws.org.au or 03 9482 5744
- WIRE – Women’s Information & Referral Exchange : www.wire.org.au or 1300 134 130
- Beyond Blue: www.beyondblue.org.au or 1300 224 636