



## Family Violence Policy

This policy outlines our processes to help minimise the risk of harm in our interactions with you if you are experiencing family or domestic violence. It ensures our staff can help provide timely, consistent and targeted assistance.

Australian Law defines "family violence" as "violent, threatening or other behaviour by a person that coerces or controls a member of the person's family, or cause the family member to be fearful".

Family violence is not limited to physical violence and may also include emotional, psychological, financial, sexual abuse and threats of abuse.

### Training

Family violence is a complex issue that MB Insurance take seriously, and our staff are trained with skills to ensure they:

- Can identify customers affected by family violence.
- Are aware of the MB insurance's policies and procedures when engaging with someone experiencing family violence; and
- Deal with customers experiencing family violence appropriately and with sensitivity.

Training will be ongoing and aimed at helping our staff build their skills, knowledge, and understanding of customers going through family violence.

### Privacy

MB Insurance will maintain the confidentiality and privacy of all our customers personal information in accordance with Australian Privacy Laws and as further detailed in MB Insurance's Privacy Policy.

We recognise that protecting the privacy and confidentiality of customers experiencing family violence is essential to their safety. We are committed to working closely with affected customers to safeguard their personal information. This may involve identifying safe communication methods, offering alternative ways to engage with us, enabling communication through an authorised support person, and ensuring their details are securely managed within our systems.

Please refer to MB Insurance's Privacy Policy for further details how we collect and protect your personal information.

### Claims Handling

We are committed to supporting customers affected by family violence throughout the claims process, with consideration given to each individual circumstance. Support may include prioritising and expediting the assessment of their claim.

Customers who are experiencing family violence who require further assistance and support during the claims process may contact MB Insurance via email at [compliance@mbinsurance.com.au](mailto:compliance@mbinsurance.com.au).

### Financial Hardship

We acknowledge that family violence can adversely affect our customers' financial wellbeing, including their capacity to meet payment obligations. To assist those experiencing financial hardship as a result of family violence, we may provide financial hardship support which could include options to maintain their policy if having difficulties in paying premiums. For further information, please refer to our Financial Hardship Policy.

### Support Services

Referral	Contact Details	Description
1800 Respect	1800 737 732	24-hour hotline for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.
Women's Legal Services Australia	<a href="http://www.wlsa.org.au/">http://www.wlsa.org.au/</a>	A national network of community legal centres specialising in women's legal issues.

Aboriginal Family Domestic Violence Hotline	1800 019 123	A dedicated contact line for Aboriginal victims of crime who would like information on victims' rights, how to access counselling and financial assistance.
National Association of Community Legal Centres	Nacclc.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.