

SEDGWICK AUSTRALIA

Family and Domestic Violence Policy

March 2026 Version 1.1

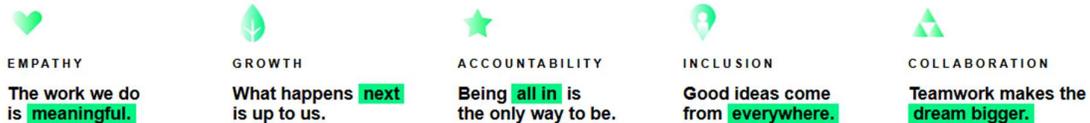
sedgwick 

PURPOSE

This policy is designed to support you if you're experiencing family or domestic violence. Our goal is to minimise any risk of harm during our interactions with you. We want to ensure our people can offer timely, consistent, and personalised assistance to help you through this difficult time.

OUR VALUES

At Sedgwick, we provide **caring that counts**. Taking care of people is at the heart of everything we do. We do that by living our core values of empathy, growth, accountability, inclusion and collaboration. When we embrace our core values, we achieve something great: our **purpose**.



HOW WE CAN HELP YOU

If you let us know, or if we identify that you're affected by family or domestic violence, we're here to support you. We'll make sure our people, loss adjusters, partners, and suppliers are well-trained so that we can:

- Reduce the number of times you need to share information about your circumstances
- Handle your claim with the utmost care
- Prioritise your safety by protecting your information
- Connect you with specialist services, and
- Engage with you in a manner that is sensitive, dignified, respectful and compassionate.

YOUR PRIVACY

We're committed to protecting your privacy, especially when it comes to your safety in any family or domestic violence situation. Based on your personal circumstances, we will:

- Keep your contact information secure and confidential in our systems
- Help you manage how your personal information is shared with others
- Discuss safe ways to communicate with you.

To ensure your safety, we may take the following precautions when communicating:

- Arranging a time to talk on the phone that works best for you
- Determining if it's safe to send text messages or leave voice messages
- Sending information separately. If you share an insurance policy, we might need to send information to two different mailing or email addresses.

If you share an insurance policy with someone else, we will:

- Assess any potential risks to your personal safety and balance our responsibilities to all policyholders
- Make sure we pay the correct beneficiaries according to the specific claim and circumstances.

OUR APPROACH TO HANDLING CLAIMS

We strive to manage insurance claims with care, flexibility, and sensitivity. If you inform us that you're affected by family or domestic violence, our trained people will:

- Minimise the need for you to repeatedly share information about your circumstances
- Avoid requiring you to contact or report an alleged perpetrator
- Ensure that anyone visiting your home or site on our behalf is trained and aware of potential dangers
- Recognise that events leading to insurance claims can potentially escalate family or domestic violence, including financial abuse and/or coercion
- Adapt our approach to meet your specific needs.

SUPPORTING OUR PEOPLE

While our priority is to provide excellent claims service to our customers, we also recognise that our people may be affected by family or domestic violence. To protect and support our team, we:

- Encourage early identification of family or domestic violence issues among customers
- Train our people to handle interactions with sensitivity and compassion, including victim-survivors of family or domestic violence
- Offer family violence leave and support services to all colleagues.

Additionally, we safeguard our people's details and provide extra training if they:

- Need to liaise with an alleged perpetrator of family or domestic violence
- Are aware that an alleged perpetrator has access to their personal contact details
- Must interview or investigate a customer who may be affected by family or domestic violence.

FINANCIAL HARDSHIP ASSISTANCE

We recognise that financial difficulties can happen to anyone. Our approach is to treat our customers with respect and empathy, without judgment. We understand that each customer's circumstances are unique, and we will work together to find the best type of assistance for your needs.

In addition to meeting the existing requirements of the General Insurance Code of Practice (GICOP) regarding financial hardship, we will collaborate with the relevant insurer to expedite your financial hardship request.

CUSTOMER ADVOCATE

Sedgwick's Customer Advocate is here to provide personalised support to customers experiencing family or domestic violence or other forms of vulnerability. In the most serious or complex situations, the Customer

Advocate can work directly with customers to ensure they feel heard, supported and safe throughout the claims experience.

The Customer Advocate also partners with Sedgwick colleagues, insurers, and suppliers to offer guidance, remove barriers and simplify processes wherever possible. Our focus is to ensure every interaction is handled with sensitivity, discretion and compassion.

If you have any feedback or would like assistance from the Customer Advocate, please reach out to us:

customeradvocate@sedgwick.com

EXTERNAL SERVICES

Sedgwick can also help connect you with specialist services and community organisations equipped to assist. We encourage you to access these **free and confidential** services whenever you feel it may be helpful.

Community Support Services		
Specialist	Support provided	Contact details
Lifeline	Lifeline provides compassionate support for people in crisis. No judgement. No conditions. No agenda. Just a human connection to help people get through their darkest moments.	https://www.lifeline.org.au/ Phone: 13 11 14
Beyond Blue	Beyond Blue is here to help all people in Australia achieve their best possible mental health. If you're going through a hard time right now, the Beyond Blue Support Service is available 24/7 for brief counselling.	https://www.beyondblue.org.au/ Phone: 1300 22 46 36
1800RESPECT	1800RESPECT is available for free, 24 hours a day, 7 days a week to support people impacted by family, domestic or sexual violence.	https://www.1800respect.org.au/ Phone: 1800 73 77 32
DVConnect	DVConnect helps Queenslanders find pathways to safety, away from family, domestic and sexual violence. They provide emergency transport and accommodation for your entire family, including pets. They also provide safety planning, crisis counselling, intervention, information and referrals at no cost to you.	https://www.dvconnect.org/ Women phone: 1800 81 18 11 Men phone: 1800 60 06 36

REVIEW

This policy will be reviewed by the Customer Advocate every two years or earlier if required by a change in circumstances.