

Vulnerable Customer Policy

April 2024



If you're in an emergency or unsafe, please call the police on **000**.
The safety of our customers and their family members affected by family violence comes first.

For support, please call **1800 RESPECT** available 24/7 for counselling and support services.

The Purpose of this Policy

The purpose of this policy is to outline Youi's requirements when supporting vulnerable customers and employees to ensure:

- Youi takes reasonable steps to provide extra support to customers where a vulnerability has been disclosed or identified.
- Youi meets its regulatory obligations under the General Insurance Code of Practice 2020, Fair Work Act 2009 and Privacy Act 1988.

Who is a vulnerable customer?

Customers experiencing vulnerability may have or be experiencing one of the following:

- Low financial literacy
- Age related impairment
- Mental illness
- Cognitive impairment
- Scams and fraud
- Financial abuse
- Natural Disasters
- Culturally and linguistically diverse backgrounds
- Serious illness
- Loss of a loved one
- An addiction or behavioural challenges
- Disability
- On low income
- Low digital literacy
- Live in a remote location
- Other circumstances causing significant detriment

This is not an all-encompassing list of what constitutes vulnerability, and our employees should keep an open mind when interacting with customers.

Telling us about a vulnerability

- We encourage customers to tell us about their vulnerability so that we can work with them to arrange appropriate support.
- Customers may make a disclosure of vulnerability to any Youi employee or service provider.
- We will handle all disclosures of vulnerability with sensitivity, compassion and respect.
- We will treat disclosures of vulnerability as sensitive personal information and to be kept confidential, except when the law requires disclosure.

How we can provide support

If we identify, or a customer discloses a vulnerability, we will ensure employees and service providers are appropriately trained to provide the following support:

- Treat all vulnerable customers fairly, with dignity and compassion
- Refer you to our dedicated Priority Assistance team who are trained in supporting vulnerable customers
- Assist you to nominate a support person (including a lawyer, consumer representative, interpreter or friend) to act on their behalf as an authorised person (if required)
- Where practicable, we will provide the customer with access to an interpreter if requested or if required to communicate effectively.
- We provide additional support for Financial Hardship or Domestic and Family Violence.

Training and Awareness

- All employees are required to complete mandatory awareness training about this policy and about understanding vulnerability.
- Youi's service providers must be made aware of who they are to inform within Youi if a disclosure from a customer about vulnerability is received.

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Approver: Product and Distribution Committee

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