

Fair Treatment of Consumers Policy

Efficient, Honest, Transparent and Fair

At Redicova we ensure that at all times insurance services are being provided in an efficient, honest, transparent and fair manner. This obligation is imposed by the Australian financial services laws and is broader than the common law responsibility to use due, skill, care and diligence.

General Insurance Code of Practice

As Redicova acts on behalf of certain Underwriters at Lloyd's, who have subscribed to the Code, we must comply with the Code whenever selling Lloyd's products or handling claims on behalf of Lloyd's. If we do not comply, the insured can report Redicova to Lloyd's or directly to the Australian Financial Complaints Authority (AFCA).

Where there is a co-insurance arrangement, all of the insurers must have adopted the Code for the policy to be covered by the Code. This is the link to the code: www.codeofpractice.com.au

The Code requires Redicova and its representatives to:

Ensure our dealings with customers are open and transparent. Redicova and its representatives must not engage in any misleading, deceptive, dishonest or fraudulent act or omission.

Redicova and its representatives must provide high standards of service when selling insurance, dealing with claims, responding to catastrophes and disasters and handling complaints.

To achieve this Redicova will:

- Provide an overview of what services a consumer can expect us to provide;
- Use consistent policies and processes for implementation of consumer instructions; and
- Use compliance monitoring and supervision to make sure these processes are adhered to.

The Code covers all general insurance products with the exception of:

- Workers compensation;
- Marine insurance;
- Medical indemnity insurance;
- Compulsory third-party insurance; and
- Life and health insurance products issued by life or registered health insurers.

The Code is designed to raise service standards for consumers in a number of areas including training of employees and service providers, buying insurance, insurance claims, financial hardship, repair workmanship and materials, responding to catastrophes and disasters, and complaints handling.

Redicova who acts on behalf of Lloyd's, a subscriber to the Code, Redicova include clear and accessible information about the Code in our product information and on our website.

The Australian Financial Complaints Authority (AFCA) is responsible for monitoring and reporting on Code compliance and will prepare annual reports on Code compliance. Breaches of the Code can be reported to AFCA, who will then:

- Investigate the breach;
- Provide the opportunity for the insurer to respond;
- Determine whether a breach has occurred;
- Reach agreement with the insurer about what corrective action, by when it will be taken and how it will be monitored.

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AFCA will investigate whether the corrective measures have been implemented within the agreed time frame and may report any failure to correct the breach to the Code Compliance Committee within 10 business days of the end of that time.

AFCA will report to the Code Compliance Committee on:

- Significant breaches of the Code, including agreed corrective action;
- The outcomes of agreed AFCA Code compliance monitoring reviews; and
- Any incidents where AFCA cannot reach agreement with a breaching party regarding corrective action.

The Code Compliance Committee can impose the following sanctions:

- A requirement that particular corrective action be taken within a specified time frame;
- A requirement that a compliance audit be undertaken;
- Corrective advertising, and or;
- Publication of the non-compliance.

Code Compliance Committee decisions are binding on Code subscribers.

Redicova as a Lloyd's Coverholders

The Code applies to business written under binder by Lloyd's Coverholders located in Australia, as well as binder claims adjusted either by a Lloyd's Coverholder or a claims administrator located in Australia.

The Code does not apply to Lloyd's business where:

- The business is placed via the open market and written outside Australia; and
- The claims are adjusted outside Australia.

Guidelines for Handling Complaints

When you receive a complaint, follow these golden rules:

- Try to remain calm even in the most demanding situations. Help the client maintain their control, no matter how angry they are;
- Treat the client courteously and fairly at all times;
- Be convincing in your expressions and actions to earn client trust;
- Listen to the client – while they are not always right, a dissatisfied client is a liability, not an asset;
- Be patient if the client communicates poorly and help them to get their meaning across;
- Understand when to say “no” and be firm without antagonising the client;
- Always say “thank you”;
- Explain why you appreciate the reasons for the complainant calling;
- Apologise for the mistake;
- Promise to follow up on the problem immediately;
- Ask for the necessary information;
- Correct the mistake – promptly;
- Check client satisfaction; and
- Prevent future mistakes.

For further information on the handling of complaints you can refer to Redicova's Complaints and Disputes Procedures Manual.

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Dealing with Vulnerable Insureds

For retail insurances where the insurer is Code subscriber, we have internal policies to support those who are affected by vulnerabilities, including family violence and mental health conditions.

The aim is to engage with those affected in a compassionate, sensitive, dignified and respectful way. Our policies include identifying and understanding when someone is vulnerable and how to consider their needs or vulnerability and arrange additional support, for example referring the vulnerable person to people, or services, with specialist training and experience.

A person's vulnerability can be due to any of the following factors:

- Aboriginal or Torres Strait Islander status;
- Age;
- Cultural background;
- Disability;
- Family violence;
- Financial distress.
- Language barriers;
- Literacy barriers;
- Mental health conditions;
- Physical health conditions;
- Remote location; or

Family Violence Policy

From the 1st July 2020, we have had our Family Violence & Supporting Vulnerable Customers Policy in place which will be publicly available on our website.

Family violence is "violent, threatening or other behaviour by a person that coerces or controls a member of the person's family or causes the family member to be fearful".

Redicova's family violence policy provides for:

- Ensuring safety is paramount for anyone affected by family violence;
- Protecting the private and confidential information of consumers affected by family violence;
- Ensuring appropriate and sensitive claims handling processes for claimants affected by family violence;
- Ensuring collection arrangements are handled sensitively;
- Informing consumers, our employees, representatives and service suppliers about information and assistance that is available to people experiencing family violence and financial hardship;
- Referring customers, and our employees information about specialist services supporting people experiencing family violence; and
- Supporting employees and our participating brokers who:
 - Are themselves affected by family violence; or
 - Experience vicarious trauma after serving affected customers.

Our employees have ongoing training so that they are aware of the policies and procedures that apply to our family violence policy. Our participating brokers are also required to have ongoing training on awareness of family violence as part of their licencing obligations.

More guidance on the internal policies, training and resources required is in the Guide to helping customers affected by family violence to support the Insurance Council of Australia's General Insurance Code of Practice'. This is the link to the Code: www.codeofpractice.com.au

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Financial hardship

Financial hardship is where the insured, or another person that Redicova may be dealing with, has difficulty meeting their financial obligations with Redicova, as the agent of the insurer.

It is important to note that Redicova is not required to provide financial hardship support with paying premiums.

Redicova staff are aware of the financial hardship conditions that apply and included in Part 10 of the General Insurance Code of Practice. This is the link to the Code: www.codeofpractice.com.au

Language & Literacy Barriers Information

Redicova are committed to ensuring there is no communication barrier. Some consumers many have difficulties communicating effectively with Redicova due to language barriers or limited literacy skills.

If our staff at Redicova are having trouble communicating with our customers, there are a number of support services we can use to communicate effectively. These services are offered to Redicova's customers where required and are detailed below.

Translation and interpreting services

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

TIS National provides interpreting assistance to enable non-English speakers to access government agencies and services, police and legal services, education, healthcare and community groups, as well as services offered by private businesses.

TIS National provides the following interpreting services:

- Immediate phone interpreting;
- ATIS Voice automated voice-prompted immediate phone interpreting;
- Pre-booked phone interpreting;
- On-site interpreting; and
- Illegal Maritime Arrival (IMA) interpreting.

The TIS National immediate phone interpreting service is available 24 hours a day, every day of the year for the cost of a local call for any person or organisation in Australia who needs an interpreter.

Further information can be found on their website [TIS National](http://www.tisnational.gov.au)

Accessibility services - Relay and Typewriter (TTY) Services

If a customer is deaf and/or they find it hard hearing or speaking over the phone, the National Relay Service (NRS) are able to assist. The NRS is available 24 Hours a day, every day (regular phone costs apply).

Teletypewriter (TTY) Users - phone 133 677

Voice Relay (Speak & Listen) Users - phone 1300 555 727

SMS Relay Users - phone 0423 677 767

For more information please visit the [National Relay Service's](http://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service) website

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