

Swiss Re International SE

Family Violence Policy

Swiss Re International SE ("Swiss Re" or "We") is committed to taking extra care when interacting with Customers who find themselves in vulnerable circumstances. This Family Violence Policy sets out how Swiss Re will support Customers who are affected by family violence.

1. Purpose

The purpose of this policy is to set out how Swiss Re will support vulnerable Customers and provide timely, consistent and targeted assistance to those Customers affected by family violence.

For the purposes of this policy, "Customer" means an individual insured, a third party beneficiary or an individual Swiss Re is seeking to recover money from.

2. Our Approach

At Swiss Re, our purpose is to deliver insurance products and services that benefit all Australians and we recognise that some of our Customers may find themselves in vulnerable circumstances, this includes those affected by family violence.

Family violence is defined in the relevant regulation¹ as "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". Family violence can mean more than physical violence. It includes emotional abuse, psychological abuse, sexual abuse, financial or economic abuse, as well as damage to property.

We understand that a person affected by family violence will likely have unique needs, and their needs can change over time and in response to particular situations.

We recognise that safety is paramount for anyone affected by family violence. We are committed to taking extra care with Customers who are affected by family violence by:

- raising awareness within our staff and service suppliers of the extra care we should exercise with Customers who may be affected by family violence;
- provide relevant and regular training to our staff, and require our service suppliers who deal directly with Customers undertake the same, to ensure that care is provided to our Customers who may be affected by family violence.

3. Training

At Swiss Re we believe that it is of critical importance that all our relevant employees receive an appropriate level of training to allow them to be able to identify early and appropriately assist and support Customers affected by family violence. We therefore commit to ensuring we provide the following training to our relevant employees at appropriate frequencies to help them:

- a. identify if a Customer is affected by family violence;

¹ *Family Law Act 1975* (Cth), Section 4AB

- b. protect private and confidential and personal information of Customers, including those affected by family violence;
- c. minimise the number of times Customers affected by family violence need to disclose information about family violence;
- d. ensure appropriate and sensitive claims handling processes are in place;
- e. ensure collection arrangements are handled sensitively;
- f. help claimants who are affected by family violence including offering Financial Hardship support;
- g. refer Customers to specialist family violence services, where appropriate; and
- h. support employees who are affected by family violence or who experience vicarious trauma after dealing with Customers affected by family violence.

4. Working with our service suppliers

Swiss Re will work with its service suppliers who deal directly with Customers and ensure that they have training programs in place to handle the situation with appropriate sensitivity.

5. Privacy and Confidential Information

We understand the risk with disclosure of the personal information of Customers who are subject to family violence. We are committed to protecting their privacy and ensuring our systems and processes only allow employee access to personal information on need-to-know basis and only accessible to authorised employees.

6. Assistance

While our employees and service suppliers will endeavour to provide assistance to our Customers who are affected by Family Violence, we recognise the complexity of the circumstances. Appendix A to this policy lists some specialist organisations who can help with family violence issues.

Attributes

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Appendix A – Specialist Organisations

Australia-wide

- [Kildonan UnitingCare](#)
- [1800 RESPECT](#)
- [Domestic and Family Violence Response Training](#)

Australian Capital Territory

- [Legal Aid ACT](#)

New South Wales

- [NSW Health Education Centre Against Violence](#)
- [Women’s Domestic Violence Court Advocacy Service](#)
- [Gendered Violence Research Network, UNSW](#)
- [Ask LOIS \(Women’s Legal Service NSW\)](#)
- [LawAccess NSW](#)
- [Legal Aid NSW](#)

Northern Territory

- [Northern Territory Legal Aid Commission](#)

Queensland

- [Queensland Centre for Domestic and Family Violence Research](#)
- [Legal Aid Queensland](#)

South Australia

- [Legal Services Commission of South Australia](#)

Tasmania

- [Legal Aid Commission of Tasmania](#)

Victoria

- [Domestic Violence Resource Centre Victoria](#)
- [Victoria Legal Aid](#)

Western Australia

- [Women’s Council for Domestic and Family Violence Services](#)
- [Legal Aid WA](#)