



Financial Hardship Policy

Artisan Underwriting Pty Ltd and its associated companies and subsidiaries (collectively referred to as 'Artisan', 'we', 'us' or 'our') act on behalf of certain insurers. Where applicable, we support the principles of the Fair Insurance Code developed by the Insurance Council of New Zealand (ICNZ), which sets out standards for good insurance conduct. The Code promotes best practices in customer service, including support for individuals facing financial hardship.

For further information on the Fair Insurance Code, visit: www.icnz.org.nz/fair-insurance-code

WHO CAN APPLY FOR FINANCIAL HARDSHIP SUPPORT?

The obligations under the Code only apply in relation to:

- an individual Insured or a Third-Party Beneficiary (as defined in the Code who owes us money, including an excess, under an insurance policy we have issued; or
 - an individual where we are seeking to recover money from them because we believe they caused damage or loss to either an Insured, or a Third-Party Beneficiary who we cover under an insurance policy.
- These are referred to as “you” and “your” below.

Insured means a person, company or entity holding, or seeking to hold, a general insurance product covered by the Code. It excludes a Third-Party Beneficiary.

Third Party Beneficiary means a person, company or entity who is not an Insured but who is seeking to be, is specified to be, or is referred to as, a person to whom the benefit of the insurance cover extends. The relevant product must be covered by the Code. The person, company or entity may be specified by, or referred to by, name or otherwise.

We encourage you or your representative to tell us about your Financial Hardship so that we can work with you to discuss your situation and the options available to support you, otherwise there is a risk that we may not find out about it.

WHAT IS FINANCIAL HARDSHIP?

Financial Hardship is where you have difficulty meeting your financial obligations to us. We consider you to be experiencing Financial Hardship when you are willing to meet your financial obligations to us, but your current financial circumstance do not make this possible. This may be due to several reasons including, but not limited to:

- Death of a family member
- Serious illness
- Family violence
- Unemployment
- Reduced income





If you are experiencing Financial Hardship and you owe money to us or you are in urgent financial need of the benefits you are entitled to under a policy you have with us due to an event for which you are making a claim, contact us to see if you qualify for support:

Artisan Underwriting Pty Ltd

PO Box Q1082

Queen Victoria Building, NZ 1230

Tel: 02 7259 8389

Email: info@artisanuw.com.au

We will request information to assess your request for Financial Hardship support within 15 working days of receipt of all relevant information.

Please Note: Financial Hardship support does not apply to the payment of premiums under an insurance policy we issued. If you are having difficulty paying your premium, please contact your Insurance Broker.

NATIONAL FINANCIAL HELPLINE

MoneyTalks

Free, confidential, and independent financial advice is available through MoneyTalks.

Call 0800 345 123, text 4029, or visit www.moneytalks.co.nz

