



ASR Underwriting Agencies

TREATING CUSTOMER FAIRLY PROCEDURES

1 Provision of Services

1.1 Efficient, Honest, TRANSPARENT and Fair

At ASR Underwriting Agencies Pty Ltd (ASR) 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.

1.2 General Insurance Code of Practice

As ASR 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 ASR 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 you us to:

- + Ensure your dealings with customers are open and transparent. You must not engage in any misleading, deceptive, dishonest or fraudulent act or omission.
- + Provide high standards of service when selling insurance, dealing with claims, responding to catastrophes and disasters and handling complaints.

To achieve this:

- + Provide an overview of what services an insured and their broker can expect us to provide;
- + For retail clients, it is the responsibility of the providing broker to carefully consider the insurance policy and whether it suits the client's individual needs and circumstances and to meet their obligations under the terms of the policy;
- + Use consistent policies and processes for implementation of broker 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.

As an Underwriting Agency that acts on behalf of Lloyd's, who subscribe to the Code we 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, which 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.

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.

1.2.1 ASR 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.

1.3 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 ASR's Complaints and Disputes Procedures Manual.

1.4 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.¹

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.²

A person's vulnerability can be due to any of the following factors:³

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

For more information on how to deal with Vulnerable Insureds and Family Violence please see Sections 20.1 and 20.2 of ASR's Companion to Underwriter Manual.

¹ Part 9 General Insurance Code of Practice

² Section 96 General Insurance Code of Practice

³ Section 92 General Insurance Code of Practice 2020

1.5 Family Violence Policy

From the 1st July 2020, we have had our family violence policy in place which will be publicly available on our website.⁴ 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”.

ASR’s family violence policy provides for:

- + Ensuring safety is paramount for anyone affected by family violence;
- + Early recognition of family violence and training to improve our responses to someone affected by family violence;
- + Protecting the private and confidential information of customers affected by family violence;
- + Minimising the number of times a customer affected by family violence needs to disclose information about family violence;
- + Ensuring appropriate and sensitive claims handling processes for claimants affected by family violence;
- + Ensuring collection arrangements are handled sensitively;
- + Arranging access to financial hardship help;
- + Informing customers, our employees, brokers and service suppliers about information and assistance that is available to people experiencing family violence;
- + 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

1.6 Financial hardship

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

For example, if the person is an insured or a third-party beneficiary who owes ASR money — including an excess — under an insurance policy ASR has issued, or we are seeking to recover money from the person as an insurance recovery (because we believe the person caused damage or loss to our insured, or a third-party beneficiary, or their property, which is covered by the insurance policy).

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

Although ASR does not settle claims, our staff are aware of the financial hardship conditions that apply and included in Part 10 of the General Insurance Code of Practice - see the link mentioned above.

⁴ Section 7 General Insurance Code of Practice

1.7 Language & Literacy Barriers Information

ASR Underwriting Agencies Pty Ltd (ASR) is committed to ensuring there is no communication barrier. Some customers many have difficulties communicating effectively with ASR due to language barriers or limited literacy skills.

If our staff at ASR 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 ASR's customers where required and are detailed below.

1.7.1 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 at:- <https://www.tisnational.gov.au/>

1.7.2 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 website: -

<https://www.communications.gov.au/what-we-do>