

Xenon Underwriting – Financial Hardship Policy

1. Introduction

Xenon Underwriting Pty Ltd ABN 14 626 485 078 AFSL No 517775 is committed to supporting individuals facing financial hardship. This policy outlines how we assist Third Parties—including customers, claimants, and individuals from whom we are recovering money—when they are unable to meet financial obligations.

This policy is reviewed regularly by senior management and endorsed by our Board.

2. Scope

This policy applies to all Xenon products and services and governs how we:

- Identify financial hardship
- Assess applications for support
- Respond with appropriate assistance

3. Definitions

Financial Hardship means difficulty meeting financial obligations due to significant, urgent, unforeseen, and temporary circumstances such as:

- Involuntary unemployment or loss of income
- Illness, injury, disability (including mental health)
- Death or serious illness of a family member
- Divorce or family breakdown
- Natural disasters or forced displacement
- Unexpected major expenses

To be eligible, all four characteristics—**significant, urgent, unforeseen, and temporary**—must be present.

4. Eligible Third Parties

Support is available to:

- Individuals insured or third-party beneficiaries who owe us money (e.g., policy excess)
- Individuals we are seeking to recover money from following a loss or damage claim
- Policyholders making a claim while also experiencing financial hardship and in urgent need of benefits

5. Application Process

1. **Request Support:** Contact Xenon to request hardship support.
2. **Submit Application:** We will provide a Financial Hardship Application Form.
3. **Provide Supporting Documents:** You may be asked for documents such as:
 - Bank or Centrelink statements, pay slips
 - Medical letters, eviction or disconnection notices
 - Funeral bills, legal notices, or other evidence of hardship
4. **Assessment:** Senior management will assess your application within 21 days of receiving complete information.

6. Types of Support Available

Support is tailored to each case and may include:

- Payment extensions or instalments
- Reduced lump sum payment
- Postponing instalments
- Waiving or releasing debt in exceptional cases
- Fast-tracking claims and providing advance payments
- Informing financial institutions if required

7. Decision Timeframes

- We will notify applicants of the outcome within **21 calendar days** of receiving all necessary documents.
- If information is missing, we'll request it promptly and provide an updated timeframe.
- If support is declined, we'll explain why and outline how to lodge a complaint.

8. Complaints and Escalation

If an applicant disagrees with our decision, they may:

- Use Xenon's internal complaints process
- Escalate to the **Australian Financial Complaints Authority (AFCA)**
1800 931 678 | www.afca.org.au

9. Supplier and Partner Obligations

Agents, solicitors, and insurers acting on our behalf must:

- Be trained in financial hardship practices
- Comply with industry codes and debt collection guidelines
- Share this policy in first contact with a Third Party
- Notify us immediately if they identify a Third Party experiencing hardship

10. Training and Awareness

All relevant Xenon staff will receive regular training to:

- Identify signs of financial hardship
- Respond appropriately and empathetically
- Use the tools and resources necessary to support Third Parties

11. Privacy

All personal and sensitive information will be handled in line with our [Privacy Policy](#) and relevant laws. We acknowledge the importance of confidentiality in hardship situations.

12. Accessing the Application Form

The **Financial Hardship Application Form** is available by contacting any Xenon Underwriting office via:

Phone: +61 7 38323 1302|

Email: enquiries@xenonunderwriting.com

Post: PO Box 10 Capalaba Qld 4157