

Supporting Vulnerable Customers

Purpose

This Policy sets out how Bellrock Advisory Pty Ltd ('Bellrock') identifies and supports vulnerable customers, including those affected by financial hardship to ensure compliance with National Insurance Brokers Association ('NIBA') Insurance Brokers Code of Practice ('the Code').

Bellrock has a long-standing commitment to conducting its business with honesty and integrity and remains committed to full compliance with the Code and informing customers, employees and suppliers about information and assistance available to vulnerable people, including those experiencing financial hardship.

This policy assists Bellrock employees to:

- identify and understand if a customer may be vulnerable;
- determine how best, and to what extent, they can support a vulnerable customer;
- take account of a customer's particular needs or vulnerability; and
- engage with a vulnerable customer with sensitivity, dignity, respect and compassion. This may include arranging additional support and referring the customer to specialised people or services.

Recognising Vulnerability

Bellrock is committed to exercising greater care when dealing with vulnerable customers. A person may be

vulnerable due to a range of factors, including:

- age;
- disability;
- mental health conditions;
- physical health conditions;
- family violence;
- language barriers;
- cultural background;
- Aboriginal or Torres Strait Islander status.

Bellrock wholesale customers may experience vulnerability and be more susceptible to disadvantage due to factors such as:

- remote location;
- financial distress;
- voluntary or involuntary administration; and
- insolvency & liquidation.

We acknowledge that some customers might not tell us directly when they are experiencing vulnerability, so when we deal with a customer we will always be receptive to information or signals which may indicate to us that the customer needs help.

There are a number of tools we can use to identify vulnerable customers. Two such tools are the CARE and BRUCE protocols which are detailed in the NIBA Identifying and Supporting Vulnerable client's Guide. The guide is accessible [here](#).

Supporting Customers experiencing Vulnerability

Bellrock can assist vulnerable customers, including those experiencing financial hardship by:

- ensuring safe and confidential communication in light of the relevant circumstances;
- helping to set up new insurance policies;
- helping to arrange access to financial hardship support; and
- referral to specialist support services.

In circumstances where the issue is complex or unable to be dealt with by the assigned Advisor, it is to be immediately referred to the Risk & Compliance for consideration.

The Head of Risk & Compliance will review and record information regarding a customer's vulnerability securely and take accurate notes. This reduces the need for customers to repeatedly disclose information relating to their vulnerability.

We will ensure that customers are made aware of how their information is recorded, used and stored and will always seek consent from the customer prior to sharing this information with insurers, if applicable.

Third parties

If Bellrock is advised or we identify that a customer or potential customer requires support from a third party (e.g. lawyer, interpreter, or counsellor) we will make reasonable accommodations to allow for this.

If a customer informs Bellrock, or we identify, that they are experiencing financial hardship, we will provide them with premium funding options to assist with their premium payments in instalments and/or if appropriate, we'll provide them with contact details for the National Debt Helpline – 1800 007 007.

Training

Head of Risk & Compliance provides training to all Bellrock employees which aims at assisting to reduce the impact of vulnerability on customers. This is to ensure that all employees are able to identify vulnerable customers and apply Bellrock's related policies and procedures relevant to their role to appropriately support the customers.

Reporting

Any notification of vulnerability or financial hardship received by a member of staff must be reported to the Head of Risk & Compliance for record keeping purposes.

External support services and resources

Agency	Phone	Website	Services available
1800 RESPECT	1800 737 732	1800respect.org.au	National 24-hour Domestic & Family Violence and Sexual Assault Line.
Beyond Blue	1300 224 636	beyondblue.org.au	24/7 support to people experiencing anxiety or depression.
Lifeline	13 11 14	lifeline.org.au	24/7 counselling & referral service for people in a crisis situation.
Men'sLine Australia	1300 789 978	mensline.org.au	24/7 support, information and referral service for men with family and relationship issues.
National Association of Community Legal Centres	Information Security Policies	naclc.org.au	An independent not-for-profit community organisation that provides legal and related services to the public, focusing on the disadvantaged and people with special needs.
National Debt Hotline	1800 007 007	ndh.org.au	Financial counselling is a free, confidential service to assist people in financial difficulty.

Here to help

Your Bellrock Service Team is here to assist you

Our passion for delivering superior risk advisory and advocacy services to our clients is a cornerstone of our offering. We believe this is reflected in the outcomes we achieve for our clients.

View our full team of Risk Advisors
including contact details here.



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