



TLI Underwriting Pty Ltd
Level 5, 200 Adelaide Street, Brisbane QLD 4000
(07) 2143 4197
enquiries@tliunderwriting.com.au
ABN: 73 685 540 381

VULNERABLE CUSTOMER POLICY

We understand that there are times when our customers may be feeling vulnerable, and we appreciate this can take on many forms such as language barriers, financial hardship, and issues and difficulties arising from domestic family violence. In these situations, we are committed to providing extra care.

We recognize that these vulnerabilities can give rise to unique needs, which can change over time or in response to particular situations.

If you are experiencing vulnerability and would like more information on the extra care, we can provide please contact our customer care officer;

Email: tlicares@tliunderwriting.com.au

Phone: 07 2143 4917

Financial Assistance

We understand that claims can be a stressful experience. If you are experiencing financial difficulties when you have a claim with us, we may be able to assist by reviewing your financial situation under a financial hardship application. If approved, this may result in one or all of the following:

- Deducting an excess from your claim settlement,
- Agreeing to a payment plan,
- Extending payment due dates,
- Fast tracking your claim settlement,

If your finances are causing you stress, it can help to have someone to talk to. The National Debt Helpline can be contacted on 1800 007 007 or via their website at ndh.org.au.

Family & Domestic Violence

Throughout Australia, people experience family and/or domestic violence everyday. We understand that if you are in a family and/or domestic violence situation it can be hard to have someone to talk to. There are services that can help. If you need assistance please contact

1800RESPECT

Call 1800 737 732 24 hours a day, 7 days a week

We can also help find a Community Legal Centre should you need to seek legal advice.



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We want to help you expedite your insurance claims, especially during stressful times. We will work with you to fast track your settlement wherever possible and reduce the number of times you have to contact us.

To talk to us about your insurance claim, please contact us on 1300 285 247.

Hearing Impaired Services

The following service is available if you are hearing impaired:

TTY Service via National Relay Service
Call 133 677 between the hours of 7am and 10pm
SMS 0423 677 767
Voice Relay 1300 555 727

Interpreter Services

We understand working through an insurance claim can be difficult when English is not your first language. We will work with you to find an interpreter where it is identified or you tell us that you need one.

We use the [National Translating Service](#).

TLI Contact details:

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