



# RAA Insurance Family Violence Policy Statement

## Our commitment

We are committed to delivering valuable products, services and experiences to our members and customers.

We understand you may need our help in different ways at different times in your lives. Family Violence can happen to anyone, at any time, no matter their age, gender or sexual orientation.

We are committed to provide a fair, flexible, sensitive and inclusive approach to support you when you are experiencing Family Violence.

We encourage you to tell us about your circumstances so we can be aware of your needs and work with you to arrange support.

### 1. Protecting your privacy

We will treat any information you provide with sensitivity and keep your personal information confidential, limiting access to appropriate people only. We will do this in accordance with our **Privacy Policy**.

When we need to contact you, we will ensure we communicate with you using your preferred method of contact.

### 2. Accessibility and support services

Where your Family Violence situation is making it difficult for you to meet our identification requirements, we will take all reasonable measures to continue to provide support.

To provide further support to your situation, we can provide you with information on external legal and support organisations for people experiencing Family Violence on our **website**.

If you need additional support from someone else (for example a lawyer, consumer representative, interpreter, or friend), then please tell us so we can continue to support you during this time.

### 3. Financial hardship support

As part of your Family Violence situation, we can also offer additional support for you if you are experiencing financial hardship. We will work through your specific circumstances to identify what additional support we can provide.

### 4. Training

We have internal procedures, processes, and training to help our employees support you when you are experiencing Family Violence to help you with your specific needs.

### 5. Continual improvement

We welcome your feedback, and as part of our commitment to ensuring we continually improve our member and customer experiences, we will review this policy on a regular basis to ensure it continues to provide support.

## We're here to help

Visit our website at [www.raa.com.au/insurance/supporting-vulnerable-members/family-violence-support](http://www.raa.com.au/insurance/supporting-vulnerable-members/family-violence-support), call us on **1300 884 567**, Monday to Friday, 8am to 6pm and Saturday, 9am to 12pm, or visit one of our RAA Shops.