

# Support for Vulnerable Customers



## Support for vulnerable customers for Car, Home, Landlords & Pet Insurance

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 recognise 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 speak to our team on **13 19 48**. Alternatively, you can access more information, and the Domestic Family Violence policy, on the insurer, The Hollard Insurance Company's assistance webpage ([Hollard's Support for Vulnerable Customers](#)).