

Canopy Insurance

Financial Hardship Policy



At Canopy Insurance we are committed to supporting customers facing financial hardship. Our Financial Hardship Policy can help you access support and services when you need them most.

How we can support you

We understand that financial hardship can affect anyone. We will treat you with respect, empathy and understanding and will work with you to identify the type of support you require.

If you're in financial stress and are *unable to pay money owed to us that is not a premium*, we may — in certain circumstances — agree to:

- offer instalment payments
- delay or extend payment terms
- put the recovery of monies on hold
- release your debt (where appropriate)
- agree with you to pay a reduced lump sum amount

Where we become aware that a customer's debt involves a vulnerable customer then we will not refer the debt on to a third party debt collection agency. We will consider the risks involved in attempting to recover debts in these situations.

If you're in financial stress and are unable to *pay your premium*, then please speak with us to see what support options may be available to you.

How to apply for support

We will assist you to complete a financial hardship application form and gather supporting documents. We will assess your financial hardship request within 21 calendar days.

Access to other information and support

Sometimes you may need extra help to get through a difficult time. Free, confidential, independent financial advice is available from [National Debt Helpline](#) or call [1800 007 007](#).