

## Family Violence and Supporting Vulnerable Customers

ExtrasJar Pty Ltd (ABN 95 635 535 545 AFSL no.: 519599) and ExtrasJar Australia Pty Ltd (ABN 94 659 414 794, AR 001300328) ('ExtrasJar', 'we', 'us').

### Effective: 1<sup>st</sup> March 2023

Family violence is difficult issue present throughout all communities in Australia. ExtrasJar is dedicated to supporting people affected by family violence and treating them with the utmost dignity and respect.

We understand family violence means much more than physical violence. It includes emotional abuse, psychological abuse, sexual abuse, financial or economic abuse and damage to property.

Our key priority is to ensure that whenever family violence is identified or suspected, the safety of the customer affected by family violence and their family is protected and we are committed to supporting you.

### Customised Approach

Our employees and third-party providers are trained so that they can deal appropriately and sensitively with customers affected by family violence.

We will be flexible and vary our approach based on customers' individual circumstances, including providing personalised support. ExtrasJar can assist customers experiencing family violence by:

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

### Our Employees

We are committed to training our employees to help them:

- understanding if a customer may be vulnerable;
- determining how best to support a vulnerable customer;
- take account of the particular needs or vulnerability of a customer and engage with a vulnerable customer with sensitivity, dignity, respect and compassion. This may include arranging additional support and referral to specialised people or services.

### Service Suppliers

ExtrasJar will ensure that our service suppliers who deal directly with customers are also trained to deal appropriately with cases of family violence.

### Privacy

We recognise that ensuring the personal information of a customer is kept private and secure is essential in family violence situations. At all times, we will ensure a customer's personal and sensitive information is treated with confidentiality. For further information please refer to our Privacy Policy at [www.extrasjar.com](http://www.extrasjar.com).

### Support Services

Agency	Website	Phone	Services
1800 respect	<a href="http://1800respect.org.au">1800respect.org.au</a>	1800 737 732	24/7 National 24-hour Domestic & Family Violence and Sexual Assault Line.
Beyond Blue	<a href="http://beyondblue.org.au">beyondblue.org.au</a>	1300 224 636	24/7 support for people experiencing anxiety and depression
Lifeline	<a href="http://lifeline.org.au">lifeline.org.au</a>	13 11 14	24/7 counselling & referral service for people in a crisis situation.
Mensline	<a href="http://mensline.org.au">mensline.org.au</a>	1300 789 978	24/7 support, information and referral service for men with family and relationship issues.
Q Life	<a href="http://www qlife.org.au">www.qlife.org.au</a>	1800 184 527	Anonymous and free LGBTQIA+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.
Aging and disability abuse Hotline	<a href="http://www.ndh.org.au">www.ndh.org.au</a>	1800 629 221	A dedicated helpline for abuse of older people and adults with disability.
National Association of Community Legal Centres	<a href="http://Naclc.org.au">Naclc.org.au</a>		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	<a href="http://ndh.org.au">ndh.org.au</a>	1800 007 007	National Debt Hotline

ExtrasJar Pty Ltd (ABN 95 635 535 545 AFSL no.: 519599) is the investment manager of the ExtrasJar Fund and provides promotional, administration and other services to the Fund. Quay Fund Services Limited (ACN 616 465 671 AFSL 494 886) is the responsible entity and the issuer of units in the fund.

ExtrasJar Australia Pty Ltd (ABN 94 659 414 794) distributes ExtrasJar Pet Insurance as an authorised representative (AR 001300328) of Knose Financial Services Pty Ltd (ABN 38 620 795 735 AFSL 536651). Knose is an underwriting agency and acts as agent under a binding authority for Pacific International Insurance Pty Ltd (ABN: 83 169 311 193).