

# Supporting customers through COVID-19

## Quick Reference Guide



Committed to your success

We are aware of the impact COVID-19 is having on individuals, communities and businesses. We want to make sure your customers experiencing vulnerability, get the support they need whether it's through Suncorp Group, Government or Community assistance. Here's where to find the information they need.

### Suncorp Group

- ▼ [Banking customers](#)
- ▼ [Insurance customers](#)
- ▼ [Super customers](#)

Further information is available on the Suncorp Group [Covid-19 site](#).

### The Australian Government

- ▼ [Health.gov.au](#) for current information and advice on this health emergency.
- ▼ [Treasury.gov.au](#) to learn about the Government's economic response to COVID-19.
- ▼ [Moneysmart.gov.au](#) provides access to resources to help with making financial decisions.
- ▼ The Australian Government has released an app (**Coronavirus Australia**). Under the 'Advice' section of the app, there is a wealth of information on 'financial support'. This includes responses from the energy sector and tax.
- ▼ The Australian Government also has '**WhatsApp**' so you can get direct advice.
- ▼ See the [Thriving community partnerships](#) website for links to each State & Territory government website.

### Community services

- ▼ [Foodbank](#) can direct customers to the right charities for support for food.
- ▼ [Ask Izzy](#) is a great site to find local resources.
- ▼ [National Debt Helpline](#) is a free service that can assist and provide referrals to Financial Counsellors.
- ▼ [LifeForceFinder](#) is a great resource to find local support.
- ▼ [Wesley mission](#) provide crisis and community support.
- ▼ [Thriving community partnerships](#) have developed a great set of resources to help people navigate the COVID-19 pandemic.
- ▼ [Australian Red Cross](#) help to support people maintain their wellbeing and manage isolation.
- ▼ [Rural Financial Counselling Service \(RFCS\)](#) provide individual support to meet people's needs and help them make the right decisions for their business.

Some customers may need more **immediate support**. If this is the case, then speak to your dedicated BDM or relationship manager before using the following services and resources.

#### Our existing referral partners are still available:

[1800 respect](#) can assist customers experiencing **domestic and family violence**.

[Lifeline](#) and [Beyond Blue](#) are great services (i.e. selfharm, mental health support).

#### Urgent Customer Support

If you have an urgent customer issue that you need to discuss, please contact Suncorp's Customer Advocate Office Team directly by email [customeradvocate@suncorp.com.au](mailto:customeradvocate@suncorp.com.au)



**We are here to help.**

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