



# TIMARK CASUALTY SOLUTIONS FINANCIAL HARDSHIP POLICY

Lloyd's Australia is a signatory to the General Insurance Code of Practice. Timark Casualty Solutions Pty Ltd is a Lloyd's Coverholder and is therefore aligned to Lloyd's signatory to the General Insurance Code of Practice.

Financial hardship means situations where you may have difficulty in meeting your financial obligations.

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This support could include fast-tracking of claims if you have an urgent financial need, payment options for your claims excess, or putting action to recover an amount from you on hold if we identify you are experiencing financial hardship.

You can contact us in writing:

**By Email:** [tim@timark.com.au](mailto:tim@timark.com.au)

Financial counselling

In difficult situations you may require extra assistance to get through these times. For free, confidential, independent financial advice visit Financial Counselling Australia or call the National Debt Helpline on 1800 007 007.

