

FINANCIAL INCLUSION ACTION PLAN



“As an insurer, Allianz plays a critical role in providing our customers confidence in tomorrow. As part of our ongoing commitment to help our customers feel a sense of security when it comes to the future, we are proud to partner with Good Shepherd to develop and implement our FIAP. Financial inclusivity is a shared, community goal, and collaboration is key.”

- Allianz Australia, Managing Director, Richard Feledy

Allianz is dedicated to shaping a better tomorrow, together; and as part of our commitment, we are pleased to join the Financial Inclusion Action Plan (FIAP) program, led by Good Shepherd Australia and New Zealand. We believe better financial leadership leads to a better world. We understand financial exclusion can place people and their families at risk of financial hardships, whereas increasing financial inclusion can decrease negative social, emotional and health experiences.

At Allianz, intrinsically, everything we do as a brand and business, we do with empathy. We seek to provide Australians confidence in tomorrow. This includes financial confidence and inclusion. By being part of the program, we aim to foster collaboration and be a part of something better – adding our actions to the collective push for improved financial inclusion in Australia. We have joined the program to invest in future generations, and to develop a plan that will help us better support our customers, our staff and the wider community to achieve their financial goals.

Our work towards financial inclusion in Australia is supported by a global commitment to creating social value for communities. Our purpose, to help secure the future for our customers, is central to how we do business. We are committed to delivering on our purpose through our core business and this is complemented by a range of other initiatives which focus on mental health, climate change, diversity, customer advocacy and inclusion. Last year we launched our family violence policy, upskilled partners and employees, created high care teams, increased claims process communication and invested in supporting technology, all to help support vulnerable customers. We see improving financial inclusion in Australia as a cornerstone to creating prosperous and connected communities. We also understand the important role Allianz, as an insurance company, can play in improving financial inclusion. Our FIAP will align to the nature of what we do – protecting people and businesses against risks.

Allianz is proud to partner with Good Shepherd to develop and implement our FIAP in 2021.

A handwritten signature in blue ink, appearing to read 'Richard Feledy', written in a cursive style.

Richard Feledy



Managing Director
Allianz Australia Limited



OUR COMMITMENT

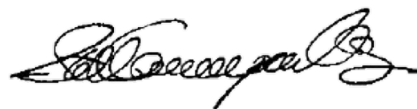
Allianz is looking forward to commencing work with the FIAP Program. Our first step is to develop our Foundation FIAP with input from across the organisation, which will launch mid-2021.

Our plan will formalise our commitment to improving financial inclusion in the following key action areas:

FIAP Action Areas	Allianz Commitment to address each FIAP action area
 <p>Products and Services</p>	<p>We will consider how to best serve customers who are experiencing vulnerability.</p> <p>We will continue to upskill partners and employees customer service skills, foster high care teams, continue to develop and grow claims process communication and further invest in supporting technology.</p>
 <p>Financial Capability</p>	<p>We will create ongoing, compassionate action to support vulnerable groups.</p> <p>Expanding on the vulnerability training and COVID-19 financial support (such as SME policy deferrals) that commenced last year, we will continue to consider all Allianz customers in our progress towards a financially-inclusive Australian community. With the help of the FIAP program, we are excited to consider how to implement actions consistently and where they are needed most. We will learn by monitoring and evaluating our actions.</p>
 <p>Understanding of Financial Vulnerability</p>	<p>Equality and social purpose are engrained in Allianz's culture.</p> <p>Our approach will be to build on existing work from the customer advocacy and inclusion teams, utilising our Accessibility Inclusion Action Plan and Family Violence Policy as the first starting points.</p> <p>Consultation and stakeholder engagement will be key to supporting vulnerable members of the community. We understand that greater financial inclusion can increase positive mental health, and we will build on our work in mental health to deliver broader impact.</p>
 <p>Economic Security</p>	<p>We will strive to deliver outcomes for all, whilst respecting the needs of each individual.</p> <p>We recognise and acknowledge that our customers and employees have a diversity of backgrounds and life experiences which include, but are not limited to, socio economic backgrounds, cultural heritage, genders, sexual preferences, varying levels of physical and mental abilities as well as different life stages. Our actions to support the whole community will be underpinned by inclusion, honesty and transparency.</p>



Richard Feledy
Managing Director
Allianz Australia Limited



Stella Avramopoulos
Chief Executive Officer
Good Shepherd Australia New Zealand