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Code Review Panel
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Supplementary submission to the Independent Review: Initial Consultation Paper, April 2024

This is a supplementary submission to the joint consumer submission provided in June to the Independent Review of the General Insurance Code: Initial Consultation Paper.

The joint consumer submission to the initial consultation paper made the argument that forms of vulnerability or disadvantage needed to be more explicitly addressed by the Code. One key area that we advocated for more to be included in the Code was on family violence including the issue of women's safety.

In that submission we provided information regarding our 2021 research examining whether general insurance code subscribers met not just the letter of the commitment but the spirit of the existing commitment at Clause 95 – i.e. the quality of the policies developed and what protections and commitments were being made to customers who may be subject to family violence.¹ This research found that a little over half the subscribers had policies that addressed only half of the requirements under the 11 areas listed in the ICA's Guide to helping customers affected by family violence to be included in a family violence policy.

As indicated at footnote 30 of the joint consumer submission, we have now updated this research. The 2024 desktop audit can be found at **Attachment A**. Central to this updated inquiry was the question: has our benchmarking, and the voluntary (and aspirational) Insurance Council of Australia's Family Violence Guide developed to assist insurers to achieve best practice policies, actually led to insurers improving their family violence policies?

¹ Financial Rights, [Family Violence and General Insurance: Desktop audit of family violence policies](#), August 2021

The results of this update are in the attached document: *Family Violence and General Insurance: Updated Desktop audit of family violence policies, August 2024*.

This report shows that the results are mixed, at best.

There have been some welcome improvements. 11 insurers took steps in the last three years to improve their family violence policies. A handful of these have been significant improvements.

There has also been an increase in use of quick exit buttons that make the experiencing of seeking help safer. And IAG and Allianz (in addition to Suncorp) have added a 'conduct of others' clause to their product offerings. These changes are positive and have the potential to make a real difference to lives of victim survivors.

Despite these positive moves, there has been a disappointing overall lack of movement from general insurers.

Close to two thirds of code subscribers chose not to improve their family violence policies, despite the previous audit having identified that many were failing to meet the standards expected of them.

For those who did improve, no additional insurer introduced a family violence policy that fully addressed all the expectations of the Insurance Council of Australia Guide.

We are particularly disappointed by the insurers who reviewed their policy and slipped backwards.

This means that a consumer experiencing family violence may find themselves seeking help from an insurer who has a minimal policy, or no family violence policy at all.

If we are to wait for general insurers to all voluntarily achieve best practice, then we may have to wait a very long time. And while we wait, some of the most vulnerable consumers in Australia pay the price.

The key recommendation of the 2021 desktop audit was that key elements of the Family Violence Guide should be included in the General Insurance Code in such a way that empowers the CGC to assess subscribers meeting the content expectations of a family violence policy and compliance with their commitments made under those policies.

This recommendation stands and is or the more urgent since the aspirational and voluntary nature of the Guide has clearly not led to the systemic improvements required.

Kind Regards,

A handwritten signature in blue ink, consisting of a stylized 'K' followed by a horizontal line and a small flourish.

Karen Cox
Chief Executive Officer
Financial Rights Legal Centre