

CRACKING THE CODE

Understanding the changes to the General Insurance Code of Practice



Presented by

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The new General Insurance Code of Practice was launched on 1 January 2020 with all signatories to be fully compliant by 1 July 2021. Join us to review the key features of the new Code including:

- Vulnerability – a new section for customers experiencing vulnerability (including having a family violence policy in place by 1 July 2020 and appropriate training for employees);
- Financial hardship – including strengthening requirements for employees and agents involved in debt collection;
- Sanction powers for the Code Governance Committee (including up to \$100,000 sanction payment that insurers may be required to pay to a community benefit);
- Single stage internal dispute resolution process; and
- Mandatory investigation standards for claims investigators.

This session will be chaired by LUKE TAYLOR Partner | HWL Ebsworth

Thursday
23 July
2020

**LIVE
WEBINAR**
1:00pm –
2:00pm
EST

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