



Financial Inclusion Action Plan

2022 - 2025

Easy English



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.





About this book

This book is from Suncorp Group.



This is our **Financial Inclusion Action Plan** in Easy English. We call it **the plan**.

The plan says how we will be more **inclusive**.

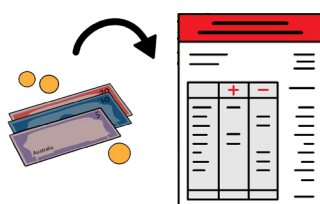
Inclusive means we understand the needs of different customers and community members.

For example

- people with disability
- people in **financial hardship**.



Financial hardship means you need help with money.



For example, paying a credit card bill or paying for car insurance.

There are 4 areas in our plan

1. Products and services



We will make products and services that meet the needs of more customers.

2. Financial capability



We will help our customers manage their money better.

3. Understanding financial vulnerability

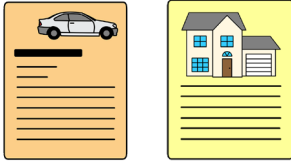


We will train our staff to understand different customer needs.

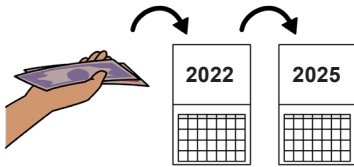
4. Economic security



We will find ways to help the whole community. For example, include more women in senior leadership.



We will make better **insurance** options for everyone.



Insurance means

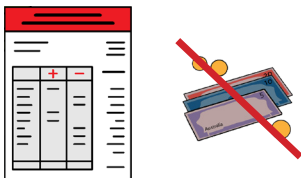
- you pay us an amount of money over time to prepare for an emergency in the future



- we give you the support you need if there is an emergency in the future
 - for example, fix your household items after a flood.



We will make better banking options for everyone.



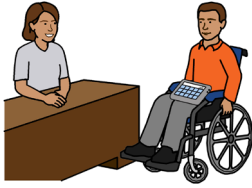
Better banking options might include

- savings accounts with **no** fees



- tips and tools to help customers save money.

1. Products and services



We will make our products and services more **accessible**.

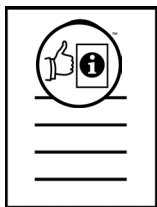


Accessible means a product is easy to use for people with different needs.

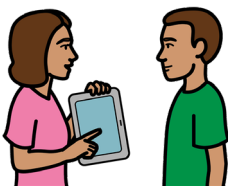


Accessible products and services might include

- bank cards for people with low vision
- interpreter services to help customers who do **not** speak English as their first language.



We will give customers information that is easy to understand. For example, Easy English.

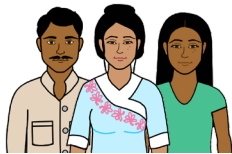


We will make digital products easy to use. For example, online information for customers who use a screen reader.



We will find new ways to help small businesses owned by

- First Nations people



- **culturally and linguistically diverse** or **CALD** community members.



CALD community members include people who

- were born overseas
- have parents who were born overseas
- do **not** speak English as their first language.



We will use research to support customers with **gambling** problems.



For example, gambling can be when someone spends money at the casino.



We have a gambling lock for debit cards to stop gambling payments.

2. Financial capability



We will help our customers manage their money better.

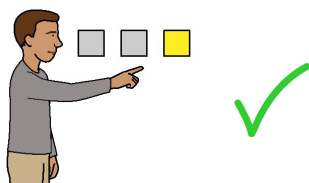


We will give our staff access to

- written information about financial capability



- coaching about financial capability



- new tools to help customers make good choices with their money.



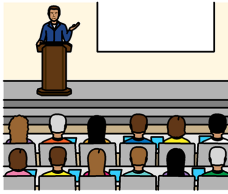
We will continue to make connections with community services to help people

- from different backgrounds



- with different access needs

- who need money advice.

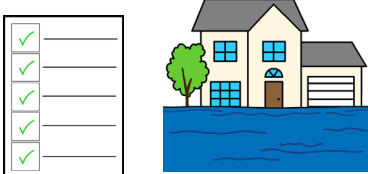


We will plan events that teach people in the community helpful ways to manage money.

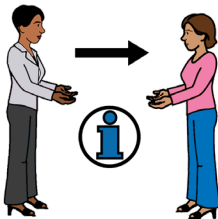


We will plan events that tell people where to get help

- when in an emergency



- to prepare for an emergency.



We will always share new and helpful information with our customers.

3. Understanding financial vulnerability

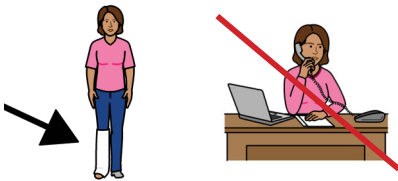


We will train our staff to understand **financial vulnerability**.



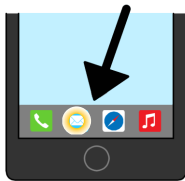
Financial vulnerability means someone is more likely to have money problems.

For example, victims of domestic violence.



Money problems can happen to anyone.

For example, if you get an injury and **cannot** work.



To help our staff support customers we will give our staff

- more tools



- better training



- more information about supporting customers with money problems.

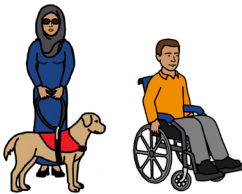


We will do more research to understand customer support needs.



We will run information sessions that help staff remember

- why it is important to support **all** customers



- who might be a vulnerable customer



- how to help customers in different ways.

We will include steps to help vulnerable customers in our **Reconciliation Action Plan**.



Our Reconciliation Action Plan is a plan that says how we include First Nations customers.



We are committed to having a Reconciliation Action Plan.

4. Economic security



We will find ways to help the whole community.



We will look for ways to help the community

- make workplaces fair and safe



- give people better access to education



- give support for people looking for a job



- give services to people with support needs.
For example, people with disability.



We will help vulnerable groups get jobs with us.

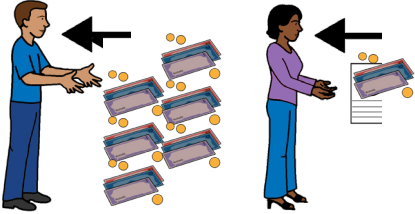
For example

- older Australians



- First Nations people.

We will find ways to understand and change **gender inequality** in our workplace.



Gender inequality might mean

- women are paid less money than men



- men get more jobs as leaders

- men and women get different **parental leave** help.



Parental leave is when time is taken off from work to care for a baby.

More information



For more information contact Suncorp.



Call 13 11 55



Website suncorpgroup.com.au



If you need help to speak or listen use the National Relay Service.



Call 1800 555 660



Website communications.gov.au/accesshub/nrs



Give the relay officer the phone number you want to call.

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