

ALLIANZ UPDATE

SME COVID ASSISTANCE UPDATES

30 SEPTEMBER 2020

INNOVATION | GROWTH | PARTNERSHIP

Dear Valued Partner,

Earlier in the year Allianz Australia announced a number of support measures for small business customers impacted by the COVID-19 pandemic, including offering a Policy Health Check to help customers review their cover and the [Allianz COVID-19 Small Business Response Package](#).

Due to the changing COVID environment we have reassessed our support measures and made a number of updates to these based on customers' insured business location.

EXTENDED SMALL BUSINESS COVID-19 SUPPORT MEASURES

Option to defer premium payments for up to six months

We are pleased to advise that the option to defer payments for existing eligible Small Business insurance policyholders has now been extended to 31 December 2020.

Cover for temporarily vacant business premises – Victoria only

To support our existing small business customers in Victoria, we will continue to maintain full cover on insured business premises in this state that are temporarily vacant due to COVID-19. This will be provided until further notice and will be reassessed as needed.

Cover for temporary removal of assets – Victoria only

In addition, for customers holding Material Damage and/or Theft cover with an insured business location based in Victoria, we will also continue to offer extended cover for assets temporarily removed from their insured business premises. This will be provided until further notice and will be reassessed as needed.

COVID-19 SUPPORT MEASURES EXPIRING ON 8 OCTOBER 2020

Cover for temporarily vacant business premises – All states except Victoria

For customers with insured business premises outside Victoria, this support measure will apply until 8th October 2020. Customers with an insured premise that remains vacant from 9th October 2020 must notify us within 90 days of 9 October 2020 to ensure their cover is maintained.

Cover for temporary removal of assets – All states and territories except Victoria

For customers holding Theft and/or Material Damage cover with an insured business location outside Victoria, this support measure will apply until **8th October 2020**. From 9th October 2020 PDS conditions will apply.

ONGOING SUPPORT FOR ALL SMALL BUSINESS CUSTOMERS

Policy Health Check

All customers will continue to be able to request a Policy Health Check from our specialist small business team.

This is a simple five-step check in over the phone where we will help the customer review their details, excess, cover and payment frequency, making changes where we can to support them.

Pro-rata refund and no cancellation fees

While our aim is to help our customers stay insured, if your client needs to cancel their small business insurance policy we will continue to honour our promise of not charging any administration or cancellation fees. Customers will receive a pro-rata refund of their premium for the remaining time on their policy.

UPDATED ELIGIBILITY CRITERIA

To reflect these changes we have updated the eligibility criteria which can be found by visiting the Allianz website at <https://www.allianz.com.au/about-us/covid19-faq/support>.

HOW CAN SMALL BUSINESS CUSTOMERS ACCESS THESE SUPPORT MEASURES?

Your customers can enquire about the available support measures by calling 131000

MORE INFORMATION

To learn more or view [Small Business eligibility criteria](#) please visit our website. If you have any questions, please contact your Allianz Account Manager.