

# EQC's Customer Code is based on the following principles

- We're committed to high standards of service and will act transparently, with integrity and utmost good faith towards you.
- We'll act in the interests of our customers by treating you honestly and fairly, and fulfilling our duties and obligations to the public under the EQC Act.
- We'll identify and address instances of poor conduct within our company.
- We're committed to ensuring our staff are appropriately trained and skilled to fulfil our responsibilities to you. Their training will include the requirements of the EQC Act, service to the public, collaboration with other public entities and may also include principles of insurance and relevant consumer laws.
- You're entitled to ask for and receive clarification on the terms, conditions and exclusions of the Act cover. We'll communicate clearly and will:
  - i. answer your questions accurately and in writing if requested;
  - ii. explain the information you need to give us when you make a claim;
  - iii. explain the importance of you disclosing information that is honest, complete, up to-date and relevant;
  - iv. explain how we will support vulnerable customers;
  - v. explain the decisions we make accurately, clearly, concisely and effectively in all our interactions with you;
  - vi. take all reasonable steps to help people who have English as a second language.