

MyBond Domestic Violence Policy

Policy Statement

MyBond is committed to providing support and assistance to our clients who may be experiencing domestic violence (DV) situations and are unable to meet their financial obligations to MyBond as a result. We understand the sensitive nature of DV issues and are dedicated to handling them with compassion, care, and the utmost confidentiality.

Scope

This policy applies to all MyBond clients who may be facing financial difficulties due to domestic violence incidents or situations.

Notification Process

Clients who find themselves in a situation where they are unable to meet their financial obligations to MyBond due to domestic violence are encouraged to notify us as soon as possible. Notification can be made through the following channels:

- **Phone:** Clients can call our team at [provide phone number] during our business hours.
- **Email:** Clients can send an email to [provide email address] with the subject line "DV Support Request."
- **In-Person:** Clients can visit our office and request to speak with a DV support representative.

Confidentiality

MyBond is committed to maintaining the confidentiality of all information shared by clients regarding domestic violence situations. We will not disclose any information related to a client's DV situation without their explicit consent, except where required by law or when necessary to protect the safety of individuals.

Response and Support

Upon receiving a notification of a DV situation, MyBond will respond promptly and compassionately. Our response will include:

- **Acknowledgment:** We will acknowledge the client's notification and express our support.

- **Assessment:** MyBond will work with the client to understand their specific financial situation and needs resulting from the DV incident.
- **Payment Arrangements:** MyBond is unable to waive due monies, but we are committed to finding suitable payment arrangements that take into account the client's circumstances. This may include temporary payment extensions, revised payment schedules, or other arrangements as appropriate.
- **Referral to Support Services:** MyBond can provide information about available support services and resources for individuals experiencing domestic violence. We can refer clients to appropriate organisations that specialise in DV support.
- **Safety and Security:** If necessary, MyBond can take additional security measures to protect the client's personal information and ensure their safety during interactions with us.
- **Documentation:** MyBond will maintain records of communications and arrangements made in compliance with relevant privacy and data protection laws. These records will be kept confidential.

Ongoing Support

MyBond is committed to providing ongoing support to clients affected by domestic violence throughout their engagement with our services. We understand that the effects of DV can be long-lasting, and we will work with clients to adjust payment arrangements as needed to accommodate their evolving circumstances.

Review and Updates

This Domestic Violence Policy will be reviewed periodically to ensure its effectiveness and relevance. Updates will be made as necessary to align with best practices and changes in relevant laws and regulations.

At MyBond, we take domestic violence issues incredibly seriously. Our goal is to provide compassionate support and assistance to our clients facing DV situations while maintaining the highest standards of confidentiality and professionalism. We are here to help clients navigate these challenging times and find solutions that work for them within the framework of our financial obligations.