

1 September 2022

Statement No 7 from SV Partners for Members of Youpla/ACBF Group

Youpla Group Funeral Benefit Program

- We are continuing to help the Commonwealth Department of Treasury to start the Youpla Group Funeral Benefit Program.
- We will let you know once the program is in place and payments can be made.
- Until the program starts, you can still make a funeral claim by:
 - calling our office on (07) 3310 2005 or
 - sending an email to claims@youpla.com.au or
 - sending mail to SV Partners, GPO Box 5300 Brisbane QLD 4001.

Sharing Information for the Youpla Group Funeral Benefit Program

- As part of the program we will be sharing members' funeral plan information with the Commonwealth.
- The information we are sharing is only for members who had an active policy from 1 April 2020 and includes things like your name, address, plan details, next of kin, payments made and funeral benefit amount.
- This information is only being provided to help the Commonwealth pay funeral claims.
- If you have questions about this please call our office on (07) 3310 2005.

Our next update will be on 1 October 2022.

Please refer to the Youpla Portal <https://svpartners.com.au/youpla> for further information or contact SV Partners on 07 3310 2005 or email youpla@svp.com.au.

Resources

If you are experiencing difficulties as a result of the collapse of Youpla/ACBF Group you can seek assistance from these services. To access assistance, call the phone number or click on the link.

- **13YARN** (call 13 92 76) - www.13yarn.org.au
- **ASIC** - <https://asic.gov.au/regulatory-resources/insolvency/insolvency-for-creditors/>
- **ATSILS** - Aboriginal and Torres Strait Islander Legal Service (call 1800 012 255) - www.atsils.org.au
- **Beyond Blue** (call 1300 224 636) - www.beyondblue.org.au/get-support
- **ICAN** - Indigenous Consumer Assistance Network (call 1800 369 878) - www.ican.org.au
- **Legal Aid NSW** (call 1300 888 529) - www.legalaid.nsw.gov.au/
- **Legal Aid QLD** (call 1300 65 11 88) - www.legalaid.qld.gov.au
- **Mob Strong Debt Help** (call 1800 808 488) - www.financialrights.org.au
- **Moneysmart** - www.moneysmart.gov.au
- **National Debt Helpline** (call 1800 007 007) - www.ndh.org.au
- **The Salvation Army Emergency Relief** (call 1300 371 288) - www.salvationarmy.org.au/need-help/financial-assistance
- **VALS - Victoria Aboriginal Legal Service** (call 1800 064 865) - www.vals.org.au