

1 November 2022

Statement No 9 from SV Partners for Members of Youpla/ACBF Group

Scam Warning

- Members beware of a suspicious text message claiming to be from SV Partners.
- The text message asks you to set up a payment account and make payments in order to receive your funeral benefit.
- **Do not respond to these text messages, they are a scam.**
- Scams and suspicious messages can be reported to Scamwatch <https://www.scamwatch.gov.au/report-a-scam>.
- SV Partners do not require members to make any payments and will not ask for any personal or bank details through text message.
- If you receive any suspicious text messages please call SV Partners on 07 3310 2005.

Youpla Group Funeral Benefit Program

- The Youpla Group Funeral Benefit Program, set up by the Australian Government, started taking applications for funeral claims on 7 September 2022.
- The Program will pay funeral claims for eligible members of Youpla Group who had an Active policy from 1 April 2020. Applications will close on 30 November 2023.
- Since the program started, 59 claims have been paid totalling \$577,000.
- Applications for funeral claims **can now be made directly to the Program** by:
 - telephoning the Program hotline: **1800 296 989**
 - emailing: youpla@treasury.gov.au
 - visiting the website: <https://treasury.gov.au/youpla>
- Any applications given to SV Partners before 7 September 2022 will be provided to the Program to be processed. You do not need to make another application.

Our next update will be on 1 Decembe 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