

27 October 2023

Announcement from SV Partners Youpla Group Funeral Benefits Program Extended until 30 June 2024

Youpla Group Funeral Benefits Program

- The Australian Government has extended the Youpla Group Funeral Benefits Program to accept applications until **30 June 2024**.
- **There are no changes to the application process or eligibility.**
- The Program will pay a grant in place of a funeral benefit that would otherwise have been paid by the Youpla Group before its collapse.
- Payments are made to eligible beneficiaries of Youpla Group policy holders who had an active policy on or after 1 April 2020.
- Since the program started on 7 September 2022, it has approved 325 grants with a total value of over \$2.6million.
- The Government is still considering an enduring resolution for former Youpla Group customers.

How to make an application for funeral benefits

Applications for funeral benefits can be made directly to the program:

- phone on: 1800 296 989 (9am to 5pm AEST, Monday to Friday)
- by emailing: youpla@treasury.gov.au
- the Treasury website: <https://treasury.gov.au/youpla>

Sharing Information for the Youpla Group Funeral Benefits Program

- As part of the program, we will be sharing members' funeral plan information with the Government.
- 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 program pay funeral claims.
- If you have questions about this, please call our office on (07) 3310 2005.

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