



Financial Inclusion Action Plan

Statement of commitment

At Equifax, our purpose is to help people live their financial best. We strive to make a significant contribution to the creation of economically healthy individuals and communities, and are focused on giving people an equal opportunity to access affordable, mainstream financial services. We are pleased to join the Financial Inclusion Action Plan (FIAP) program and become part of the FIAP community as we work towards these goals.

Positive economic change starts with a single financial opportunity. Financial inclusion is about having the knowledge and the freedom to make choices. It's about people having access to useful and affordable financial products. And it's about ensuring fairness and transparency so people can make better decisions and create habits that improve their financial wellbeing. Establishing individual financial health and wealth can change the trajectory of families and communities for generations.

Every year, our unique, differentiated data and analytics change millions of lives around the world. Many Equifax products leverage alternative data that can help more people access financial opportunity. Our newest credit score product, Equifax One Score, is an example of how we are constantly innovating to bring better financial solutions to more people. Our FIAP will enable us to continue to explore and deliver new ways to open the door to more financial firsts, ultimately supporting greater financial inclusion.

We are honoured to partner with Good Shepherd and work with the FIAP Team to develop and implement our own Financial Inclusion Action Plan, to better support our customers, employees and the broader community to realise their financial goals.



Melanie Cochrane
President Australia/New Zealand



Our Commitment

It is with great pleasure that Equifax commits to developing and launching a Financial Inclusion Action Plan in 2024.

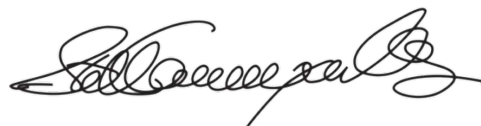
Our key commitments to improving financial inclusion include:

FIAP Action Areas Equifax's Commitment

Products and Services	<p>Our unique data, fraud reduction tools and powerful analytics capabilities are focused on developing solutions that bring greater access to financial opportunity to more people in more places.</p> <p>Our ambition is to deliver insights that power every great decision and promote more inclusivity. Equifax One Score is an important step in this direction and we are committed to continuing on this path.</p> <p>Free consumer credit reports from Equifax help educate and share credit and financial information that can help build greater financial understanding and capability.</p>
Financial Capability	<p>We will continue to provide our employees with tools and services to help them manage the financial impacts of the increasing cost of living.</p> <p>Financial wellness remains a core pillar of Equifax employee benefits. We will expand othis portfolio of employee resources and build on our existing Inclusion and Diversity program to identify new activities that deliver practical change. This includes working towards our first Reconciliation Action Plan (RAP).</p>
Understanding of Financial Vulnerability	<p>There are almost 2.5 million Australians who may face challenges accessing credit because they have limited-to-no credit history. Without innovative insights, this group is potentially excluded from accessing the financial services necessary to build a life. This group includes young people, the indigenous community, those new to the country, reentering the credit market and small business owners.</p> <p>We are committed to using our data and resources to responsibly expand access to credit and support a more inclusive economy. Equifax is also exploring how we can better support Aboriginal and Torres Strait Islander peoples, including through development of our RAP.</p> <p>We are constantly innovating to help create more financial opportunity for more people and are working to better understand financial barriers to help drive change for financially vulnerable Australians.</p>
Economic Security	<p>Equifax champions gender equality in the workplace through initiatives including Flexible Leave Policies, to support our employees and their families whenever they need it, whatever the situation.</p> <p>We are committed to helping people live their financial best, and support consumers whatever their life stage. We will continue to provide credit and financial education information to educate consumers about their credit file and are committed to supporting consumers if they are met with unexpected financial hurdles.</p>

We would like to take this opportunity to acknowledge Good Shepherd Australia New Zealand and the FIAP Advisory Group on the FIAP program and are proud to partner together to create innovative, financially-inclusive opportunities that move people forward.

Melanie Cochrane
Group Managing Director
Equifax Australia New Zealand



Stella Avramopoulos
Chief Executive Officer
Good Shepherd Australia New Zealand

