

2026 - 2028 Financial Inclusion Action Plan

FIAP
Financial Inclusion Action Plan

At Equifax, we believe that positive economic change starts with a single financial opportunity. Our commitment to financial inclusion is deeply embedded in our purpose: to help people live their financial best.

Melanie Cochrane,
Group Managing Director
of Equifax A/NZ

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Acknowledgement of Country

Equifax acknowledges the Traditional Custodians of the lands across Australia where we gather, work, and connect. We recognise their enduring connection to Country, waters, and sky, and pay our respects to Elders past and present. We value the rich tapestry of Aboriginal and Torres Strait Islander cultures and histories and commit to fostering understanding and respect as we journey together towards reconciliation.

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 global data assets 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.

This document presents our Financial Inclusion Action Plan, a commitment to opening doors for vulnerable Australians to achieve financial milestones and build greater financial health and resilience across the nation.

Melanie Cochrane
Group Managing Director
of Equifax A/NZ



FIAP highlights

Innovating for greater access:

Leveraging our global data, powerful analytics and fraud prevention tools, we develop solutions like Equifax One Score to bring financial opportunities to more people, including 'thin file' and 'credit invisible' consumers.

Empowering through knowledge:

Raising awareness of free consumer credit reports and developing a Financial Inclusion Hub to enhance financial literacy.

Protecting and supporting:

Collaborate to enhance public awareness of fraud and scam protection and support data breach victims against potential financial loss.

Fostering employee wellbeing:

Maintaining and expanding our Financial Wellbeing Program for employees, including access to money coaching sessions and Equifax products.

Deepening understanding:

Engaging with expert organisations to better identify and address the unique challenges faced by different groups of financially vulnerable Australians, including our first Reconciliation Action Plan (RAP).

Championing economic security:

Promoting gender equality in the workplace through initiatives like Flexible Leave Policies and supporting consumers through all life stages.

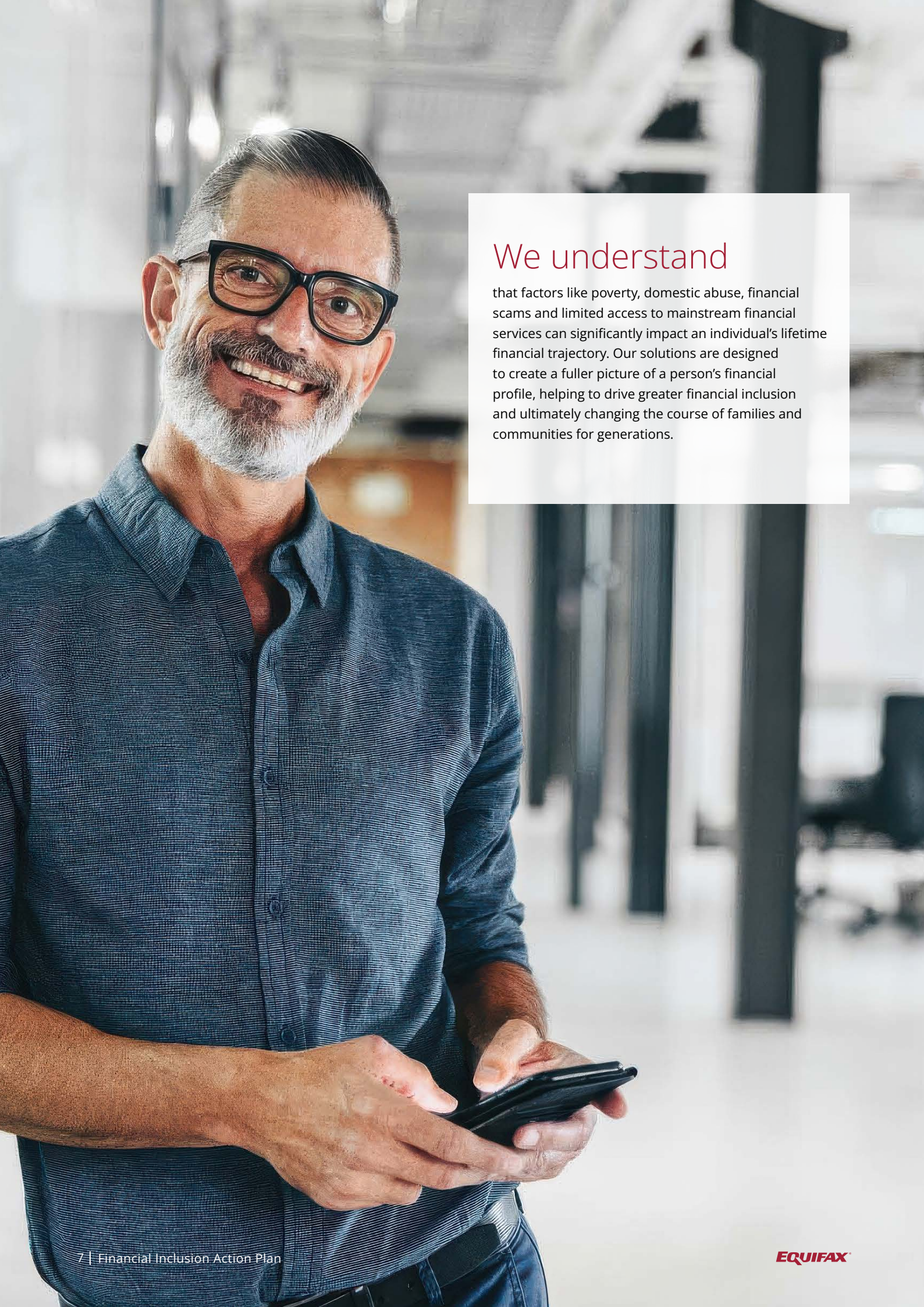
About Equifax

Equifax is a global data, analytics, and technology company dedicated to helping people live their financial best. Our blend of data, powerful analytics and innovative Cloud technology helps make financial opportunities more accessible.

In each of the 24 countries where we operate, Equifax is focused on helping people gain equal opportunities to access affordable, mainstream financial services for life's important milestones.

Our business was founded on the principle of enabling better, more inclusive financial outcomes. We believe that more data drives better decisions, which is why Equifax Cloud was custom-built to manage and leverage vast, diverse datasets. This approach provides unparalleled access to the insights necessary to help bring greater access to financial opportunity to more people.





We understand

that factors like poverty, domestic abuse, financial scams and limited access to mainstream financial services can significantly impact an individual's lifetime financial trajectory. Our solutions are designed to create a fuller picture of a person's financial profile, helping to drive greater financial inclusion and ultimately changing the course of families and communities for generations.

EQUIFAX

About the Equifax Financial Inclusion Plan

At Equifax, we recognise the profound impact that financial inclusion can have on individuals and communities. Our involvement in the **Financial Inclusion Action Plan (FIAP) program** is a natural extension of our core purpose: to help people live their financial best. Joining the FIAP network aligns with our organisational strategy to create economically healthy individuals and communities by providing equal opportunities to access affordable, mainstream financial services.

Through our FIAP, we are committed to supporting the overall FIAP goals of **financial inclusion** and financial resilience, promoting **inclusive growth**, and **reducing inequality** across Australia. This plan provides a framework that integrates, refines, and extends our existing actions while also exploring new avenues to enhance financial wellbeing for all Australians.

Our FIAP impacts a wide range of stakeholders, including our **customers**, **employees**, **vulnerable groups**, **the broader community** and our **business partners**.



Vulnerable groups:

Domestic abuse victims

First Nations

New migrants

Data breach victims

Our FIAP Development Process and Beyond

The development of the Equifax Financial Inclusion Action Plan has been a collaborative effort and an insightful journey. Our dedicated FIAP workgroup, comprised of key representatives from across the business, has worked to:

- **Understand financial vulnerability:** We identified the key risks and underlying causes of financial vulnerability across Australia's diverse consumer landscape.
- **Assess current contributions:** We reviewed our existing programs and initiatives, evaluating their impact on financial inclusion and identified opportunities for enhanced effectiveness.
- **Develop new actions:** We brainstormed and designed new, measurable actions aligned with the FIAP framework, focusing on areas where Equifax can make the most significant difference.
- **Embed core principles:** We integrated the fundamental principles of financial wellbeing into our strategic operations, ensuring a cohesive and holistic commitment throughout the entire organisation.
- **Educate and empower our employees**: We identified how we could enhance our Financial Wellbeing Program through additional educational resources and access to money coaching, while fostering cultural awareness to support financially vulnerable individuals.

Beyond the initial development, we are committed to ongoing engagement with the **FIAP community**, learning from best practices, and continuously refining our actions to maximise our impact. This includes exploring opportunities for knowledge-sharing, collaborative projects, and supporting other organisations within the FIAP network.

We will regularly assess the effectiveness of our initiatives and adapt our strategies to meet the evolving needs of financially vulnerable Australians.



Our Committed Actions

Products and Services Develop and offer products and services that are fair, accessible and affordable.					
Actions	Responsible	Stakeholders	Output	Outcomes	Timeframe
Empower consumers with greater access to financial opportunity and control over their credit information.	Department of Sales, Products and Marketing	Consumers affected by Family or Domestic Violence	Simplified access pathways and process improvements (including for Access Seekers) to reduce friction and time to access credit information while adhering to the Privacy Act and ARCA principles. (Note: Engagement sessions with domestic violence support groups to understand key barriers and consumer needs is captured in the Understanding Financial Vulnerability actions).	Vulnerable consumers can access and act on their credit information more safely and in a more timely manner, enabling better-informed decisions and earlier issue resolution.	2026-2028
Bolster consumer protection and mitigate the risks of Identity theft and fraud.	Department of Sales, Products and Marketing	External Support Partners Consumers affected by Data Breach or Fraud and Scams	Partnership agreements and referral pathways with organisations that support data breach victims (including agreed escalation and support protocols). Deliver products and services to help protect vulnerable consumers from fraud and scams.	Data breach and scam-affected consumers receive clearer support pathways and protective tools, reducing exposure to repeat victimisation and potential financial loss.	2026-2028

Financial capability Cultive an organisational culture committed to enhancing the financial capabilities of employees, customers and the broader community.					
Actions	Responsible	Stakeholders	Output	Outcomes	Timeframe
Build employee financial resilience: Cultivate an organisational culture of safety and proactive financial health where employees have seamless access to support.	Department of Human Resources	Equifax employees	Targeted promotion and onboarding communications for the Financial Wellbeing Company employee benefit (periodic reminders).	Increased employee awareness and utilisation of Financial Wellbeing Co. resources, contributing to improved financial confidence and reduced financial stress.	2026
			A formal review and update internal Family & Domestic Violence Leave policy, including clear eligibility, guidance and communications for employees and leaders.	Employees experience clearer, safer access to FDV support and leave, improving wellbeing, retention and timely connection to assistance.	2026
			Embed a leader/HR 'warm referral' guide and process in the FDV policy to enable consistent connection to specialist external partners (e.g., Good Shepherd) when required.	Leaders and HR can quickly connect impacted employees to appropriate internal and external support, reducing delays and improving safety and care.	2027
			Explore and assess an additional financial wellbeing benefit/ partner (business case, due diligence and implementation plan) to address identified employee needs.	Expanded suite of financial wellbeing supports available to employees, based on need, increasing practical supports.	2027
			Upgraded FIAP community site with financial wellbeing resources, including engaging video content, guides and interactive webinars, moving beyond a simple dashboard.	FIAP community site resource library that improves employee self-service, learning and sustained participation in financial wellbeing initiatives.	2028

Financial capability Cultive an organisational culture committed to enhancing the financial capabilities of employees, customers and the broader community.					
Actions	Responsible	Stakeholders	Output	Outcomes	Timeframe
Empower employee families through complimentary access to credit and identity services. Encourage adoption and understanding of tools available so credit health becomes a shared priority.	Department of Human Resources	Equifax employees	Review of YC&I access and authentication protocols to identify and remove the specific backend blockers "stoppers" to enable extending access to immediate family members (defined by the Fair Work Act) to access services.	Enable secure access to credit and identity services for immediate family members, supporting shared credit health awareness and earlier risk detection.	2026
			Publish and promote an 'EFX Family' guide outlining supports available to immediate family members (e.g., Financial Wellbeing Co access and YC&I reports) and how to use them.	Greater adoption and access of available support.	2027
			Adoption and impact report with financial wellness partners, measuring changes in financial behaviours and improved household financial security.	Evidence of program effectiveness and improvement opportunities, informing ongoing investment and enhancements to maximise household financial security.	2028
Expand our reach into local communities through financial literacy initiatives that create meaningful volunteering opportunities for our people. By equipping our employees with specialised resources, we enable them to educate vulnerable groups within their community.	FIAP workgroup	Equifax employees Vulnerable groups	Externally facing financial literacy resources developed and tested with community groups and financial counsellors prior to launch.	Improved financial literacy and credit confidence in participating communities, with increased capability to access credit information and make informed decisions.	2027
			Post-implementation evaluation (after 12 months) of the Best Credit rollout, including participant feedback, reach metrics and recommendations to improve content and delivery.	Clear evidence of program outcomes and practical improvements, supporting scale-up decisions and more effective community delivery.	2028

Understanding Financial Vulnerability Investigate, advocate and collaborate for improved responses to financial vulnerability.					
Actions	Responsible	Stakeholders	Output	Outcomes	Timeframe
Establish a clear understanding of the unique challenges domestic abuse survivors face by engaging in open dialogue with new and existing financial inclusion partners, focusing on their journey toward financial stability.	Department of Decision Intelligence	Consumers affected by Domestic or Family Violence	Engagement with a minimum of three (3) organisations serving financially excluded communities including victim survivors of domestic and family violence, with refresher partner check-ins every 12 months to capture emerging needs and insights. New initiatives are identified to support customers affected by Domestic or Family Violence towards financial stability.	FIAP remains current and evidence-informed, aligned to partner insights, strengthening long-term support for domestic abuse survivors and organisational awareness of survivor needs. Build greater awareness of challenges faced by victim survivors within and across the Equifax communities.	2027 and Every 12 months
Advance credit health inclusivity for those with thin credit/ impaired credit records. We are committed to see an expanding use of data to create equitable and comprehensive credit views for vulnerable people.	Department of Decision Intelligence	Consumers with thin files/ credit invisibles	Advocate externally for new strategic partnership to pilot alternative data sources to help individual demonstrate their creditworthiness.	More people with limited credit history can build a fair and accurate view of their credit standing. Improving access to suitable credit products.	2027
Commitment to prioritise the safety and security of consumers who were or are currently affected by domestic and family violence above all else, and take proactive steps to minimise further harm while adhering to the Privacy Act and ARCA principles.	Department of Legal Risk & Compliance Department of Operations	Customers affected by Domestic or Family Violence Credit Providers Financial Counsellors External Support Partners	Publish an external-facing Equifax Domestic & Family Violence Policy outlining protections, processes, contact points and partner support options. Domestic & Family Violence implementation plan (governance, training, operational procedures and partner engagement) to embed the policy in day-to-day operations.	Improved safety and fair treatment for customers affected by domestic or family violence, reducing credit-related harm during and after crisis periods.	2027 2028

Economic security Remove barriers and provide opportunities for economic security, equality, and growth.					
Actions	Responsible	Stakeholders	Output	Outcomes	Timeframe
Implement broad educational and advisory initiatives to remove financial literacy barriers and foster economic equality for vulnerable populations.	Department of Decision Intelligence Department of Marketing Department of Legal Risk & Compliance Department of Human Resources	Vulnerable groups Business partners	Launch a Financial Inclusion hub with content articles and links to support curated for vulnerable groups. Publish educational content and financial literacy information across Equifax websites including blog articles, guides and other content, supported by general awareness campaigns.	More people can access financial literacy resources and support, improving understanding of credit reporting and what assistance is available. Increased consumer engagement with credit education. People are empowered to check their credit report regularly to take control of their credit profile and detect potential issues earlier.	2026 - 2027
		Vulnerable groups	Clearly defined vulnerable groups and a framework to guide content, product development, operational support considerations. Targeted credit education content to vulnerable groups tailor to support specific needs.	Vulnerable people, as well as community groups, can access easy to understand resources that improve credit health, strengthen financial capability, and increase economic participation.	2026 - 2027
		General public Vulnerable groups	Develop a credit education program for Australia, including materials, facilitator training and delivery framework.		2028

Statement from the FIAP group – Good Shepherd Australia New Zealand

FIAP members are part of an important movement to reduce inequalities and promote inclusive growth in Australian communities. Financial stress and hardship can impact us all at any stage in our lives. Through the FIAP program, our goal is for organisations across all sectors to contribute to financial health and wellbeing, ensuring hardship can be identified early, managed, and overcome. This includes supporting their own staff and families, as well as the people they serve across Australia. By building capacity, raising awareness, and increasing access to appropriate products and services, organisations can drive better social and economic outcomes, strengthening engagement and prosperity for customers, employees, and the wider community.

We congratulate Equifax on developing their Foundational FIAP and for their investment and commitment to improving financial wellbeing. As an emerging FIAP partner, Equifax will play its role, through implementing its plan, in ecosystem approaches to advancing financial inclusion and wellbeing for more Australians. We look forward to working together to generate even greater impact as the FIAP program evolves.

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