



31 March 2026

Julia Angrisano
National Secretary
Finance Sector Union

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Via email: [REDACTED]

Dear Julia

Re: Suspension of office attendance requirements

I write in response to the Finance Sector Union's request for Bupa Australia to immediately suspend any office attendance requirements in light of ongoing cost of living pressures.

Our Leadership Team continues to assess any potential impacts across our business and to our people, including energy and fuel costs and general cost pressures. The cost of living measures taken by the Australian Government are a welcome support for our team members.

We have an established hybrid working model that allows our office-based workforce to balance work on site with working from home. We also support our people by providing access to health and wellbeing programs including subsidised private health cover.

We are taking a considered approach, and at this stage, there is no impact to our operations, and no action is required to our existing hybrid work arrangements. We remain committed to supporting our people. We know that even without a direct impact on our work, some of our people and customers may be feeling the effects of rising costs or broader uncertainty.

Where an employee has concerns about their ability to attend the office, we encourage them to discuss this with their Leader to find a solution that's mutually beneficial for them, the team, and our customers.

Kind regards,

A handwritten signature in blue ink, appearing to read "Sarah Matar".

Sarah Matar
General Manager, People Experience & Industrial Relations

[REDACTED]