

Financial Hardship Application Form

If you have any questions about the process, or if you require assistance to complete this application, please contact our National Claims team on 02 9930 9580 (Office hours Monday to Friday, 9am to 5pm except public holidays).

Reference

Policy number/claim number/other reference

Please complete all sections.

Applicant

If there are more than two applicants, please complete an additional application.

Applicant 1:

Surname

Given name(s)

Applicant 2:

Surname

Given name(s)

Postal address

State

Postcode

Preferred contact number

Email

We will use this email address for all written communication unless you advise us that you want to receive contact by post.

Dependants:

Name

Age

Financial Hardship Application Form

Hardship Details

Circumstances of Hardship

Please explain the reason for your application:

Nature of Assistance

What assistance would you like us to consider?

- Extension of due date for payment. If so, when will you be able to make payment?
- Paying in instalments. What can you afford, how often and over which period?
- Paying a reduced lump sum. What can you afford?
- Postponing one or more instalments. When will you be able to start/re-start making payment?
- Other (including a combination of the above options or a possible waiver of the debt).

Please provide details of what you are seeking:

To allow us to consider your request for financial hardship assistance, we ask that you complete the enclosed "Statement of Financial Position". Please also supply the following documents and return them to us as soon as possible:

- Latest Pay Slip or Centrelink statements
- Evidence of any serious illness that prevents you from earning income, unemployment or disability (if applicable).
- Bank Statements including loans and credit cards
- Rental receipts (if applicable).

Please Note: For privacy reasons, if any of the documents you provide contain any government identifiers such as Tax File Number, Medicare Number etc. please blank these out before sending.

We will tell you in writing of our decision about whether to give you financial hardship assistance within 21 calendar days after we receive your application, unless we have asked you to provide us with more information. If we do ask you for more information and:

- you provide all information we requested, then, within 21 calendar days of receiving it, we will tell you in writing our decision about whether to give you financial hardship assistance; or
- you do not provide all information we requested within 21 calendar days (or by a later date we agree to), then within 7 calendar days of that deadline passing, we will tell you in writing, our decision about whether to give you financial hardship assistance.

If you are experiencing financial hardship, you may be able to access a free confidential service about possible ways of dealing with financial problems from the National Debt Helpline (www.ndh.org.au) on 1800 007 007.

Statement of Financial Position

Address		
Suburb	I State	I Postcode I
Number of Dependents	I Telephone Number	
Occupation		
Employer		
Employer Address		
Suburb	I State	I Postcode I
Weekly Income	\$ I Proposed Amount	\$
Frequency	Weekly Fortnightly	Monthly

Other Income e.g. Family Allowance, New Start or other Government pensions or rent received etc

Expenses per week	
Mortgage I Rent	\$
Living Expenses (food. entertainment etc)	\$
Motor Vehicle (petrol. insurance, registration etc)	\$
Utilities (electricity, water. gas etc)	\$
Other Loans I Credit Cards	\$
Other Expenses	\$
Total Weekly Expenses	\$

Assets	Value	Liability	Amount Owning
	\$		\$
	\$		\$
	\$		\$

I/We certify this is a true and correct statement of my/our present financial position:

.....
Signature Date

.....
Signature Date

Privacy Statement

The information provided on this form is collected for the purposes of assessing your request for financial hardship assistance. Our privacy policy provides more information about how we manage and protect personal information. For further information on our privacy policy, visit our website.