

Financial Hardship Request – Information and Form

What is Financial Hardship?

If you are having difficulty meeting your basic living expenses for the goods or services necessary for your survival or that of your spouse or dependent children (if applicable), you may be suffering financial hardship. Financial hardship could be caused because you lost your job, became ill and couldn't work, suffered domestic violence, had a family breakdown or a multitude of other reasons.

Financial hardship can happen to anyone and at any stage of life.

How can Attvest Finance help?

If you are suffering Financial Hardship, Attvest Finance may be able to help you with a Financial Hardship variation to your premium funding loan. A Financial Hardship variation could include one or more of reducing your repayments, extending the period of your loan (usually only available if your insurance has been cancelled) or temporarily delaying contractual rights against you. The assistance Attvest Finance can provide will depend on the terms of your loan, how many instalments you have remaining under your loan and how much you tell us you can afford to keep paying.

Importantly, the security for a premium funding loan is the actual insurance policy the premium funding loan was used to pay for. It may be in your best interests to cancel the underlying insurance policy as soon as possible so that any refunded premium can be applied to reduce your loan. The more payments you miss, the more outstanding amounts you will accrue under your loan and the more likely the premium refund will not pay out your loan balance. You will then have a remaining balance to pay.

Attvest Finance cannot provide you with financial advice and nothing in this notice is designed to provide you with advice of any kind. There is a list of resources at the end of this form to assist you to find a financial counsellor if you need advice or further help.

How to apply for a Financial Hardship variation

Complete the attached form and return it to us. Consider what you can afford to continue paying and what your other debts look like. Sometimes longer-term financial products (like a property mortgage) may be more suitable for Financial Hardship variations than shorter term loans. You can often apply for Financial Hardship variations across a range of debts and loans.

How Attvest Finance will respond

Attvest Finance will consider your request and will provide you with a response within 21 days of receiving your written request. We will tell you what variations (if any) we can make and the reasons for our decision. While we are making our decision, we will place any debt recovery processes on hold. We may still contact you to discuss your variation request.

Further steps you can take if you are not happy with the outcome of your request

If you are not happy with the outcome of your request, you can contact our internal dispute resolution team and ask for a review.

If you are still not happy with the outcome, Attvest Finance is a member of The Australian Financial Complaints Authority (AFCA) and you can ask AFCA for a review of our decision. AFCA is a free service, and their contact details are:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Email: info@afca.org.au
Website: www.afca.org.au
Phone: 1800 931 678

Financial Hardship Request – Form

Please complete the below information, attach your supporting documents, and return the form to us by email at collections@attvest.com.au.

Information required	Further information and Your answers	
Your full name and contact details	<i>Please re-provide this information even if you have previously provided it</i>	
	Name:	
	Mobile number:	
	Email address:	
Legal entity	<i>This is the business, company or individual that agreed to the insurance premium funding loan. These details are next to the name 'Borrower' on the front page of the loan. If the Borrower has an ABN, please include the ABN.</i>	
Purpose (domestic or commercial)	<i>This answer is based on the type of insurance you funded under the insurance premium funding loan. The purpose will be domestic if the funded insurance policy was for a domestic or household purpose eg personal home or car insurance. The purpose will be commercial if the funded insurance policy was for business purposes eg commercial premises cover</i>	

Cause of financial difficulty	<i>Provide details of the cause of your financial difficulty and, where possible, provide evidence eg if you are ill and have been unable to work, provide a medical certificate from your doctor.</i>
Your proposed variation to the loan agreement. Important: Attvest Finance will consider your financial hardship variation request however we may not agree to your proposed variation.	<i>Carefully think about the variation you would like us to consider. For example, you might request reducing the amount of your monthly instalment for a period of 2 months and then increasing the remaining 4 instalments to ensure the full loan is repaid within the planned term. If you have an outstanding balance, you might nominate a payment plan to pay your debt by regular instalments. Make sure you can afford to offer the resolution you are seeking.</i>

If you are having difficulty with the above steps, talk to us and see if we can find a work around for you.

Financial Hardship – Resources

Financial hardship can happen to anyone. It can be temporary or may be longer term. It can help to seek counselling or financial advice. There are many quality free services available, some of them are set out below:

National Debt Helpline

The [National Debt Helpline](#) is a free hotline to help you tackle debt problems. Their financial counsellors provide free, independent and confidential services.

- Call [1800 007 007](tel:1800007007)
- [Live Chat](#) with a financial counsellor

Mob Strong Debt Help

[Mob strong](#) are a free nationwide legal advice and financial counselling service for Aboriginal and Torres Strait Islander people.

- Call [1800 808 488](tel:1800808488)

Small Business Debt Helpline

The [Small Business Debt Helpline](#) is a free service for small business owners in financial difficulty.

- Call [1800 413 828](tel:1800413828)
- [Live Chat](#) with a financial counsellor

Rural Financial Counselling Service Program

The [Rural Financial Counselling Service Program](#) provides free and independent financial counselling to eligible farmers, fishers, foresters and small related enterprises who are experiencing, or at risk of, financial hardship.

Money Smart

<https://www.moneysmart.gov.au/> for budget planning, financial counselling, choosing a financial advisor, financial tools and more.

Domestic violence, family violence or abuse

[1800Respect](#) - call [1800 737 732](tel:1800737732)

1800RESPECT offers support to people impacted by domestic, family or sexual violence.

Financial abuse

Financial abuse occurs if someone restricts or controls your access to money or uses your money without consent. You can find out more and get help from ASIC's MoneySmart website at [Financial abuse](#).

If you need assistance with an administrator

If you need assistance with personal bankruptcy, the Australian Financial Security Authority has useful information to help. Find their resources here: <https://www.afsa.gov.au/>