

FINANCIAL HARDSHIP APPLICATION

“Financial Hardship” means you are having difficulty meeting your financial obligations.

The following information will be of use to us in assessing your request for Financial Hardship assistance. Depending on the circumstances of your request, we may ask you to provide further information.

To apply for financial hardship assistance please complete this form and return to

By post to the National Manager Claims, Assetinsure Pty Ltd, Level 21, 45 Clarence Street, Sydney NSW 2000

By email to claims@assetinsure.com.au.

For more information

We can provide you with more information about our Financial Hardship process and information about our privacy policy relating to the use and disclosure of your information.

Free, confidential, independent financial advice is also available to you via Financial Counselling Australia <http://www.financialcounsellingaustralia.org.au> and through the national financial counselling hotline **1800 007 007**.

Privacy

The information collected in this form will be used to assess your request for financial hardship assistance in accordance with our Privacy Policy. We may share your information with third parties, both in Australia or overseas, as defined in our Privacy Policy.

If you do not complete this form in full we may not be able provide you with financial hardship assistance.

In accordance with our Privacy Policy you may access any information we hold about you. If you would like to contact us about Privacy or would like to obtain a copy of our Privacy Policy you can use one of the following means.

Online at <http://www.assetinsure.com.au/docs/AIPrivacyPolicy.pdf>

By phone on 02 8274 2898

By email to privacy@assetinsure.com.au

By post to the Privacy Manager at: Assetinsure, Level 21, 45 Clarence Street, Sydney NSW 2000

In signing this form you expressly consent to us using your personal information in accordance with our Privacy Policy

Section 1 – Personal Details [These details are required for your application]

Name of Insurer (if not Assetinsure)

Are you Insured with us? ☐ Yes ☐ No

Policy Number / Claim Number / Reference Number /Other Identifier as applicable

Your Name

Address

Home Number

Mobile Number

Email Address

Number and Age of Dependents

Occupation

Employment Status

☐ Full-time☐ Part-time☐ Self-employed☐ Unemployed

Employer

Section 2 – Representative Details [This section is optional]

If you would like to nominate a representative to handle your application on your behalf, include their details as well

Representative's Name

Address

Home Number

Mobile Number

Email Address

Section 3 – Financial Details [You must complete this section]

Weekly Income

Please provide weekly income from all sources. If you receive income monthly, please calculate what it is per week.	Amount
Wages after tax	
Centrelink benefits (Family Allowance, Jobstart or other)	
Rent Received	
Other	
Total Weekly Income (A)	

Weekly Expenses

Please provide weekly expenses. If you make monthly payments, please calculate what it is per week.	Amount
Rent and/or mortgage payments	
Other loan payments	
Credit card payments	
Motor vehicle expenses (petrol, insurance, lease payments)	
Living costs (food, public transport, telephone etc)	
Other	
Total Weekly Expenses (B)	

Total Usable Funds per Week

Total income (A) – Total expenses (B)	
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Section 4 – Assistance Required [You must complete this section]

Please provide a description of your financial circumstances and your situation with your insurer, and why you are requesting assistance for Financial Hardship

The following documents may assist your application if they are relevant to your application and you choose to attach them.

PLEASE NOTE: If any of the documents contain your Tax File Number (TFN), please blank this out.

- Centrelink statements
- Payslips
- Letter from your doctor confirming your inability to earn income due to disability, injury, illness or caring for sick family member
- Overdue medical bills
- Bank notice regarding unpaid overdraft or repossession of mortgaged property
- Eviction notice
- Copies of unexpected bills/payments
- Proof of pending disconnection of essential services
- Letter from former employer confirming loss of employment
- Letter from charitable organisation re loss of employment or inability to provide for basic necessities
- Repossession notice of essential items, e.g. car, motorcycle
- Funeral expenses
- Notice of impending legal action

What assistance would you like us to consider?

- ☐ Extension of due date for payment, When will you be able to make payment?

- ☐ Paying in instalments, What can you afford and when?

- ☐ Paying a reduced lump sum, What can you afford?

- ☐ Postponing one or more instalments. When will you be able to make payment?

- ☐ Other (including a combination of the above options). Please provide details of what you are seeking.

- ☐ **While you are not automatically entitled to a release, discharge or waiver of a debt, you may ask us to consider this option**

Section 5 – Declaration [You must complete this section]

Applicant's Name

Applicant's Signature

Date

Complaints

If you are unable to reach an agreement with us about Financial Hardship assistance, or if you are unhappy with any aspect of the application process, you may make a complaint to us.

Our complaint handling procedure is attached to this form.

Making a Complaint

We provide this information to assist you with making a complaint. There is no charge at any stage for accessing any part of the complaint management process.

If you are unhappy or dissatisfied with our decision or any aspect of our service, then we want to hear from you.

Tell us by:		
Phone	(02) 9251 8055	We will put you in contact with the appropriate person to deal with your complaint. Available weekdays between 8:30AM – 5:00PM AES/DT
Email	complaints@assetinsure.com.au	Send us the full details of your complaint together with supporting documents and an explanation of your expectations.
Mail	PO BOX R299 Sydney NSW 1225	Send us the full details of your complaint together with supporting documents and an explanation of your expectations.

Responding to a Complaint

In responding to your complaint, we will:

- Acknowledge we have received it.
- Allocate handling of the complaint to a person with appropriate authority, knowledge or experience.
- Listen to you, consider the facts and contact you to attempt to resolve your complaint as soon as possible.
- Only ask for information that is relevant to our decision.
- Keep you informed of progress at least every 10 business days.
- Make a decision about the complaint within 30 calendar days.
- Where the resolution of a complaint takes longer than 5 business days, as well as in other specified circumstances, we will provide a written response. The content will vary depending on the nature of the complaint but will typically include an explanation of the outcome of the process with enough detail for you to understand the basis of the decision.
- If we are unable to provide you with a final decision within the 30 days, we will inform you before the end of that period the reasons for the delay and advise you of your right to take your complaint to the Australian Financial Complaints Authority (AFCA).

External Dispute Resolution

If your complaint has not been resolved to your satisfaction, you may be able to lodge the complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. There is some helpful information available on their website.

AFCA Contact Details		
Website	https://www.afca.org.au/	Access their online complaint process and other resources
Email	info@afca.org.au	
Phone	1800 931 678	Free call from within Australia
Mail	Australian Financial Complaints Authority Limited GPO Box 3 Melbourne, VIC 3001	

AFCA's decisions are binding on us in accordance with AFCA's rules, provided you accept the decision. However, where you do not agree with the decision, you may pursue alternatives such as legal advice or other external dispute mechanisms.

If your complaint relates to privacy, you may also communicate with the Office of the Australian Information Commission.

Further information about our complaint management process is available on our website: www.assetinsure.com.au