



Send to: support@acuitycommunications.com.au
Once this form is completed and returned to us a member of our financial hardship team will be in contact to discuss if your claim has been approved.

Financial Hardship Form

Customer Details

Account Number:

Billing Name:

Contact Phone:

Mobile:

Contact Email:

Preferred Contact Method:

DOB:

Brief description of why you are claiming hardship eg. Loss of job, restricted income, illness etc:

Have you sought the advice of a financial counsellor in relation to this matter? Yes No

If **yes** please supply information from counsellor (forms, authority forms, written proposals)

If **no** you can find information about contacting financial counsellors in our policy if required.

How long do you predict hardship to last: Short term Long term

Are you currently receiving any income? Yes No

If so please advise amount:

What type of income is this? Centrelink, Work etc:

What are your estimated expenses (this does not include expenses paid by another member of the household)?



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Financial Hardship Form

I believe I am able to pay: \$VALUE Every: Week Fortnight Month

Commencing date:

Are you willing to reduce spend where possible by lowering plans, temporarily disconnecting services etc? Yes No

To assist with our assessment have you or are you willing to provide us any supporting evidence such as income statements? Yes No

I declare the information provided is true and accurate at the time of completion.

Please sign here

Print Name	Signed	Date
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Financial hardship policy

We are here to help

We understand that there are times when you may have trouble paying your bills, for a variety of reasons. This may be short or long term.

We are committed to helping any customer facing financial hardship to retain their internet/phone access and working with them to find a sustainable solution.

We provide **payment plans** or **other support**, depending on your circumstances.

How do I arrange a payment plan?

You don't need to provide any proof of financial hardship to set up a payment plan.

You can easily arrange one:

- **By phone** with one of our friendly customer service team on 1300958339
(9am-5pm Australian Eastern Time)

What other support does Acuity Communications offer?

Depending on your circumstances, we may offer:

- Other options to keep you connected, including spend controls, service restrictions and temporary plan downgrades (at no cost)
- Other financial arrangements including temporarily postponing or deferring payments (outside of payment plans), agreeing on an alternative arrangement, plan or contract including discussing pre-paid services, and waiving of late fees

You can discuss these options with one of our Financial Hardship Officers by phone on 1300 958 339 (9am-5pm Australian Eastern Time)

Am I eligible for other support?

To assess if you are eligible for other support, we may ask you to supply information via post or email, such as:

- A statutory declaration or official written communication from a person or support group familiar with your circumstances
- Evidence that you have consulted with a recognised financial counsellor
- A statement of your financial position

We may not be able to assess your circumstances if you don't provide us with the requested information. However, we also understand that sometimes (for example, if you are experiencing domestic or family violence) you may not be able to provide documents.

How does the process work?

Once any information has been received, we will assess your circumstances and advise you within 5 working days if we can help.

If you are eligible, we will:

- Work with you to find a sustainable arrangement, then
- Confirm the arrangement via letter or email to you, then
- Ask for your agreement

The arrangement will not start until you agree to it. You must inform us if your circumstances change during our arrangement.

We do not charge for assessments or administrative costs.

What happens if I don't agree with an assessment?

If you wish to review the outcome of a financial hardship assessment, you can do so via our Complaints Handling Process. You can find more information on this process [here](#).

Finding a financial counsellor

You can talk to a financial counsellor via 1800 007 007 (National Debt Helpline). This number will switch through to the service closest to you.

You can also find the financial counselling service nearest to you by visiting <http://www.ndh.org.au/Talk-to-a-financial-counsellor/Find-a-financial-counsellor>.

More information

For more information, please call our customer service team on **1300 958 339 (9am-5pm Australian Eastern Time)**