

Financial difficulty assistance

We understand there may be times when your personal circumstances change. You may experience an unexpected event or changes outside of your control. Perhaps you've lost your job, suffered an illness or injury or have been impacted by a natural disaster.

If, as a result, you cannot afford the minimum repayment on your home loan, personal loan or credit card, and you would like us to consider if we can provide you with financial difficulty assistance, then please contact us immediately. The sooner you contact us the sooner we can try to help you.

In many instances assistance can be provided quickly and efficiently over the phone.

Alternatively, we may need to complete a more detailed assessment of your personal and financial circumstances to identify how we may be able to help you.

Financial Difficulty assistance is available to you, whether you are an individual, joint account holder, guarantor or small business customer. If you have a joint account and you are experiencing financial difficulty, we can assist you individually if you request it.

Talk to us today.

If you think you need financial difficulty assistance, Bendigo Bank may be able to help. Please call into your local branch or contact **Bendigo Bank Mortgage Help Centre**

On the phone	1300 652 146
Email	mortgagehelpretail@bendigoadelaide.com.au
Post	PO Box 480, Bendigo VIC 3550



This brochure has been produced as part of an industry commitment to support customers experiencing financial difficulty.

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Are you experiencing financial difficulty?



Together with



Financial difficulty assistance

What are some assistance options?

The options available will depend on your personal circumstances and financial situation. Some of these may include:

- Tailoring a payment arrangement.
- Deferring or reducing loan payments for a defined period of time.
- Extending the loan term.
- Capitalising loan arrears.

Note: It is important to contact us early so that we can discuss your situation and provide the best options available to you.

What is the application process?

If you think you are, or will be, unable to meet your debt obligations, please contact us as soon as possible.

Depending on your situation, we may be able to provide assistance quickly and efficiently over the phone.

Alternatively, we may require further information and documentation to help us understand your financial position and determine whether assistance is appropriate.

The Bank may require:

- A statement of financial position summarising your current income, expenditure, assets and liabilities.
- Employment contract and/or payslips.
- Account statements.
- Centrelink statement and/or social security payment details.
- Medical certificate from a qualified medical practitioner.
- Employment separation statement.
- Contract of sale/sales agency agreement.
- Other documents which support your request.

How will we assess your application for financial difficulty assistance?

Our dedicated team will contact you and take into account the following factors:

- The reason for your financial difficulty.
- Your current financial position.
- Your ability to meet the commitments under the proposed arrangement and future repayments under the contract.
- The ability to rehabilitate your circumstances (based on whether the financial difficulty assistance will offer genuine relief and restore your financial situation).

How will we tell you about our decision?

We will tell you in writing if we can assist you, the reason for our decision to provide assistance and the main details of the proposed new arrangements.

You will need to ensure you meet the terms of the new arrangement.

If you are subsequently unable to meet these terms, you should contact us as soon as possible to discuss your situation.

What happens if my application is declined?

There may be a number of reasons why we decide not to provide financial difficulty assistance. If this is the case, the reason for this decision will be explained to you in writing. We will also speak to you to discuss the next steps we will take and other options available to you.

What if I am not satisfied with the outcome of the assessment?

Please contact our Customer Feedback Team on 1300 361 911 or at feedback@bendigoadelaide.com.au. We will promptly investigate your complaint and notify you of the outcome.

If you are not satisfied with the response provided, you have the option of referring the matter to the Customer Advocate who will impartially assess your complaint, keep you informed of the progress and provide you with a response.

The Customer Advocate can be contacted by:

- **Telephone:** 1300 139 572 (+61 3 5485 7919) between 8:30am and 5:00pm Victorian time, weekdays
- **Email:** customeradvocate@bendigoadelaide.com.au
- **Post/letter:** write to Customer Advocate, PO. Box 480, Bendigo VIC 3552.

Alternatively (or following consideration by the Customer Advocate) you may refer your complaint directly to:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678

Fax: 03 9613 6399

Email: info@afca.org.au

www.afca.org.au

Other useful resources

If you are experiencing financial difficulty, there are a range of useful resources available to you, including:

- The National Debt Helpline website (ndh.org.au), which has easy to use, step-by-step guides on how to tackle debts. You can also call the National Debt Helpline on 1800 007 007 to talk to a financial counsellor or free, independent advice about your situation.
- The Financial Counselling Australia website www.financialcounsellingaustralia.org.au provides information on finding a financial counselling agency in your area.
- The Australian Bankers' Association's 'DoingItTough' website provides information about financial hardship, including how to identify if you're experiencing financial hardship, how to apply for hardship assistance and tips to help you manage your money. Visit www.doingittough.info
- ASIC's 'MoneySmart' website provides information and tools to help you make the most of your money. Visit www.moneysmart.gov.au