

amaysim Energy Tailored Assistance Summary (Victorian Customers)

Valid as of 1 January 2019

1. What is Tailored Assistance?

Tailored Assistance is a form of financial hardship assistance. For Victorian customers, amaysim provides Tailored Assistance to customers in accordance with our "[amaysim Energy - Financial Hardship Policy \(Victoria Customers\)](#)" (**Financial Hardship Policy**).

If you have not paid a bill by its pay-by date and are in arrears of more than \$55 (inclusive of GST), we will contact you within 21 business days after that pay-by-date and give you information about Tailored Assistance.

2. What options are available under Tailored Assistance?

The following options are available under Tailored Assistance:

- a) advice from us about repayment options;
- b) amaysim repayment plans, tailored for you to allow regular ongoing repayments over up to 2 years until you pay off your outstanding account balance;
- c) specific advice about the likely cost of your future energy use and how this cost may be lowered; and
- d) specific advice on available government and non-government assistance programs (including the Utility Relief Grant Scheme and [energy concessions](#)).

3. Extra assistance may also be available under Tailored Assistance

If you are unable to pay the full cost of your on-going energy use, you are also entitled to:

- a) practical assistance to help you lower your energy costs including, but not limited to:
 - (i) selecting the optimal plan and tariff charges to help you minimise your energy costs;
 - (ii) providing feedback on your pattern of energy use to help you to reduce your future use of energy and reduce your monthly energy costs; and
 - (iii) providing you with ongoing information about how you are progressing towards lowering your energy costs;
- b) an initial period of at least 6 months during which time we will:
 - (i) put on hold any repayments of your outstanding balance; and
 - (ii) discuss the option of repaying less than the full cost of your on-going energy use while we work together to lower your energy usage costs.

4. What do you need to do?

You may enquire about Tailored Assistance at any time by calling us on **1300 262 974** or by emailing our Credit Services Team at creditmanagement@amaysim.com.au. We will also notify you if you are eligible for Tailored Assistance.

If you receive an eligibility notice, you will have up to 6 business days to consider the information provided and request further information or put forward a payment proposal as detailed under the "Payments Arrangements" section of our [Financial Hardship Policy](#).