

# amaysim Financial Hardship Policy

Valid as of 13 May 2016

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## 1. How is Financial Hardship defined?

The Telecommunications Consumer Protection Code defines financial hardship as:

*“a situation where:*

- (a) a Customer is unable to discharge the financial obligations owed by the Customer under their Customer Contract or otherwise discharge the financial obligations owed by the Customer to a Supplier, due to illness, unemployment or other reasonable cause; and*
  
- (b) the Customer believes that they are able to discharge those obligations if the relevant payment arrangements or other arrangements relating to the supply of Telecommunications Products by the Supplier to the Customer are changed.”*

## 2. When will this Financial Hardship Policy apply?

This Financial Hardship Policy applies where both of the following criteria are satisfied:

- (1) You, our customer, or former customer, are unable to meet your financial obligations to amaysim because of illness, unemployment or some other reasonable cause; and
  
- (2) you believe that you will be able to meet those financial obligations if your arrangements with amaysim are changed.

If you are simply experiencing temporary payment difficulties, this policy may not apply to you. In that event, you should contact our Credit team to discuss the position. We will let you know if you do not meet the assistance criteria, or if we need further information on which to make that assessment. The amaysim Credit team are contactable via [credit@amaysim.com.au](mailto:credit@amaysim.com.au) during standard business hours, Sydney time.

### **3. What are some causes of Financial Hardship?**

Financial hardship involves an inability by you, our customer, to pay bills, rather than an unwillingness to do so. Hardship can arise from a variety of situations and can be of limited duration or long term. To illustrate, several of the common causes are listed below:

- loss of employment by you or a family member
- family breakdown
- illness including physical incapacity, hospitalisation, or mental illness of you or a family member
- a death in the family
- natural disasters

Financial hardship can happen to anyone, so if you find yourself in a genuine financial hardship situation, please don't hesitate to contact our Call Centre on 1300 808 300 to discuss the matter.

### **4. How can amaysim help?**

In times of genuine financial hardship, amaysim can provide you or your financial counsellor with easy access to empathetic and skilled staff who can promptly address your individual circumstances and concerns. We have a number of staff trained in handling financial hardship requests, these staff members will work with you or your financial counsellor to reach a mutually reasonable financial arrangement. Details of how to locate a financial counsellor or community financial counsellor may be found here:

<https://www.afsa.gov.au/debtors/get-help/financial-counsellors>

<http://www.financialcounsellingaustralia.org.au/corporate/find-a-counsellor>

<https://www.moneysmart.gov.au/managing-your-money/managing-debts/financial-counselling>

<https://salvos.org.au/need-help/financial-assistance/financial-counselling/>

## 5. How will amaysim assess applications based on financial hardship?

We will assess an application for a change in arrangements based on financial hardship by taking into account matters such as:

- (a) the nature, extent and duration of your financial hardship;
- (b) the amount of any current debt to amaysim;
- (c) the nature of the service you acquire from amaysim; and
- (d) your ability to make payments to reduce a current debt and to meet any on-going financial obligations to amaysim.

We will work with you to reach an agreed financial arrangement. The basic principle of an agreed financial arrangement is that the repayment should be sufficient to cover expected future use of the service (as adjusted to ensure your financial position does not worsen over a reasonable period of time) as well as providing continued reduction of debt (i.e. you should not be going into further debt under the arrangement).

Some of the ways we might be able to assist you include: payment plans, moving your service to a Prepaid account, limiting your service usage types or moving you to a value based plan. Value based plans like amaysim's Unlimited products provide options for maintaining a service while in difficult financial circumstances. Of course everyone's circumstances are different and we will work with you to try and provide a mutually agreeable solution.

## 6. Contact

If you wish to enquire about, or make a financial hardship application you should contact our Credit Services Team via [credit@amaysim.com.au](mailto:credit@amaysim.com.au)

Our Credit Services Team hours of Operation are Business days, Monday – Friday, 9am to 5pm Sydney time.

## 7. Information required

In order to adequately assess your application for financial hardship, we will need information about your income, assets and liabilities, as well as the nature and expected duration of your financial hardship. You may need to complete a Financial

Hardship Application Form. We will send this to you if we feel this is necessary to assess your application.

We may also request that you send us additional information or documentation. You should be aware that, where the requested information or documentation is not provided to us, we may not be able to make an assessment of your financial hardship application.

The provision of false or incomplete information may result in us cancelling any financial hardship arrangement we have made.

The completed form should be returned to:

By Email: [credit@amaysim.com.au](mailto:credit@amaysim.com.au)

By Post:  
amaysim Financial Hardship Applications  
PO Box R567  
Royal Exchange NSW 1225

By Fax: 1300 808 999

## **8. Assessing your request**

We will assess your request for Financial Hardship assistance within 7 working days after receipt of the final information and documents requested by us. In assessing your application we will rely on the information which you provide to us as well as any other relevant information available to us. There is no charge for making an application or for administration of any agreed financial arrangement.

We will let you know the outcome of our assessment and the details of any financial arrangement in writing. Any such arrangement will not come into operation unless and until it is agreed with you.