



Are you experiencing financial difficulty?

We understand there may be times when your personal circumstances change. 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 and you would like us to consider if we can provide you with financial difficulty assistance, then please contact us immediately.

In many instances a temporary arrangement can be made 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.



To find out more

Call **1300 660 550**

Visit **delphibank.com.au**

Or ask in branch

Useful resources

The ABA'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. See **www.doingittough.info**

ASIC's 'MoneySmart' website provides information and tools to help you make the most of your money. See **www.moneysmart.gov.au**

You may wish to seek advice from an independent financial counsellor about your options. For more information about financial counselling services phone the toll-free number on 1800 007 007 or go to Financial Counselling Australia's website at **www.financialcounsellingaustralia.org.au**



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



Together with



Delphi Bank – A division of Bendigo and Adelaide Bank Limited
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(1237205–1237204) (11/18) BEN50DBMB020

Are you experiencing financial difficulty?

Financial difficulty assistance

WHAT ARE SOME HARDSHIP ASSISTANCE OPTIONS?

Hardship arrangements cover the time between when your circumstances change and when you can start repaying your debts in full again. In most cases, people just need some temporary help to get them through the tough times.

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

- deferring or reducing loan repayments
- restructuring and consolidating loans
- waiving penalties for withdrawing a term deposit early
- providing a moratorium on collections action

If your financial situation has permanently deteriorated and you can't meet regular repayments over the long term, you might need to consider other options.

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.

We may require you to provide certain information, depending on your circumstances. This information will help us understand your financial position and determine whether assistance is appropriate.

The type of information and documentation required depends on a number of factors, including the period of time for which hardship assistance is required, the type of arrangement that may be offered, or whether a third party requires additional information (e.g. a provider of lenders' mortgage insurance).

The information and documentation that may be required includes:

- 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 that may support your request

ASSESSING AN APPLICATION FOR HARDSHIP ASSISTANCE

Our dedicated team will take into account the following criteria when assessing whether and what kind of hardship assistance may be appropriate for you:

- reason for the hardship
- your financial position
- your ability to meet the commitments under the proposed hardship arrangement and future repayments under the contract
- the ability to rehabilitate your circumstances (based on whether the hardship assistance will offer genuine relief and restore your financial situation)
- whether you have received hardship assistance in the past and if it improved your financial situation

HOW WE WILL CONFIRM THE HARDSHIP ARRANGEMENT

We will confirm the details of the arrangement or agreement with you verbally and/or in writing. You must comply with the terms of any hardship arrangement or other arrangement or agreement.

WHAT HAPPENS IF MY APPLICATION IS DECLINED?

The Bank may decline a request to change your credit contract. Reasons for this may include:

- you are unable to meet the loan contract's repayment terms (even if the contract was varied)
- hardship assistance was previously provided but did not improve your financial situation
- the Statement of Financial Position or other supporting documentation demonstrates you are unable to service the loan (i.e. repayments would not leave you with sufficient money for essential items and living expenses) or improvement is not likely
- hardship assistance would be detrimental, for example, it could put you in a negative equity position with your property
- you would be unable to meet your debt obligations in the future. If we decide not to provide hardship assistance, it will be explained to you in writing why we made this decision.

CONTACT US

Phone: 1300 660 550
Email: service@delphibank.com.au
Mail: PO Box 309,
Collins Street West,
Melbourne Victoria 8007

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:

Phone – 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,
P.O. Box 480, Bendigo, Vic, 3552

Alternatively (or following consideration by the Customer Advocate) you may refer your complaint directly to the relevant External Dispute Resolution (EDR) scheme.

AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY

Mail – GPO Box 3, Melbourne Vic 3001
Phone – 1800 931 678
Email – info@afca.org.au
www.afca.org.au