

## Financial Hardship Assistance

At Symple, we understand that sometimes unexpected events and circumstances could significantly change your financial position. If you are finding it hard to meet your loan repayments e.g. due to illness, unemployment or changed financial circumstances, you can consider applying for “Hardship Assistance”. We are committed to help you through time of financial hardship and find a suitable arrangement wherever possible.

### Applying for Hardship Assistance

1. Please contact us either over the phone or in writing and explain your circumstances and gather as much supporting documentation (see below) as possible that relates to your situation. We ask this because we want to properly understand the nature and impact of your difficulties, as well as to assess whether it is reasonable to expect that you can meet the revised loan terms if the contract is varied.
2. We will review and acknowledge all requests within 7 days from receiving them.
3. We will work with you to assess your situation and offer solutions that will help you achieve long-term financial stability and financial well-being. Depending on your situation, we may offer solutions such as:
  - a. Extending your loan term therefore reducing your regular repayment amount
  - b. Extension to a repayment due date for an agreed period (note the outstanding balance will continue to accrue interest)
  - c. Waiving certain fees and charges.
4. We will contact you if we require further information from you to help us assess your application. If we have all the information we need, we will make a decision within 21 business days of receiving your completed application.

### Supporting Documentation

Depending on your situation, we may ask you to provide some of the following supporting documentation:

- Your financial position statement including income and expenses
- Your pay slips and/or bank statements for the past three months
- Your Centrelink statements for the past three months
- A medical certificate (if applicable)
- A letter from your employer (if applicable)

### **Additional Information**

- If you have set up direct debit to repay your loan, it will not be automatically cancelled when you submit an application for hardship assistance. You will need to request us to cancel any direct debits to prevent further fees and charges to your loan.
- Credit ratings are unlikely to be affected by a request for hardship assistance
- You cannot apply for Hardship Assistance within three months of a previous application, unless the hardship is related to a different matter.

### **Further Assistance**

In the event that you are not satisfied with the support we have provided, you have the right to lodge a complaint with us or with our external dispute resolution scheme. You must attempt to resolve your complaint with us first before contacting our external dispute resolution scheme, The Australian Financial Complaints Authority (AFCA), or get legal advice.

AFCA is a free service established to provide you with an independent mechanism to resolve specific complaints. AFCA can be contacted by phone on 1800 931 678, by email at [info@afca.org.au](mailto:info@afca.org.au) or by writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

### **Contact Us**

Phone: 1300 330 295

Email: [customerservice@sympleloans.com.au](mailto:customerservice@sympleloans.com.au)