

# Financial Hardship

Life's challenges can sometimes affect your finances. At Hume Bank, we're here to help you regain control and move forward confidently.



**Hume  
Bank**

# What is financial hardship?

**Financial hardship simply means facing temporary financial challenges. It's more common than you might think, and support is available to help you get back on track. This might involve options like setting up a payment plan, altering repayments, or modifying the terms of a loan. These changes might be temporary or long-term, depending on your situation.**

## Do you need a little extra help?

Examples of when you might need a little extra help:

- If you're finding it tough to pay bills and make ends meet
- If an illness, accident or permanent disability has left you with no or less income
- Terminal illness
- If you're out of work or working less
- After an emergency event, like flood or bushfire
- If a relationship ends
- If family circumstances change (i.e pregnancy or death in the family)
- During or after Family and/or Domestic Violence
- If you're facing or considering bankruptcy

Help is available, and reaching out early can make a big difference. Together we can explore your options and take the first step toward easing your financial stress.

# What support can I get?

**The type of support will depend on your personal circumstances, and we'll work with you to explore the best options.**

Types of support can include:

- Short-term payment reduction
- Waiving certain payments like fees and charges, or in extreme cases arrears
- Extending payment dates or loans
- Debt consolidation

## How to ask for help

If you're going through a rough patch, or feel like you might soon, we're here to provide the support you need.

**It's important to know that you don't need to be behind on your payments to ask for help. You can ask anytime.**

Our focus will always be on providing judgement-free plans and resources to improve your situation.

**Here are four ways you can reach out:**

1

Send us a secure message via the Hume Bank App, or email us at [customercare@humbank.com.au](mailto:customercare@humbank.com.au)

2

If you'd prefer to chat in person, you can call [1300 004 863](tel:1300004863) and we can set up a time for you to visit your nearest Hume Bank branch or to meet with a staff member virtually. All appointments are free, confidential and can be held in a private setting.

3

If you're a business owner who banks through Hume Bank, please reach out to your Relationship Manager for help.

4

Or you can request an Application for Financial Hardship from one of our branches or download it from our website.

# Next steps

When you contact us, we'll need a few key details such as your name, customer number, the best day and time to contact you and a brief overview of your circumstances. We know it can feel daunting to open up about your current situation, but just know we're here to support you every step of the way.



From there, we'll work with you to connect you with our trusted Financial Hardship partner, who specialises in helping customers during financial hardship.



Our Financial Hardship partner will ask more detailed questions to find the best possible support for your situation. While they review your request, we encourage you to continue making any payments you can, even small ones, until a solution can be found.



You'll receive a response from them in writing within 21 days of submitting a formal request. If financial hardship isn't appropriate for your circumstances, they'll explain their decision and discuss other options available to you.

Please note that applications for financial hardship are not automatically guaranteed. However, we'll continue to work closely with our Financial Hardship partner to support you throughout this time.





# Where to find extra support

There are other support services that are here to help you during this time too.

## Independent help

You may like to seek independent financial advice to help your short and long-term financial goals.

The National Debt Helpline has a range of services available including ways to find a Financial Counsellor, who offers **free**, confidential and independent advice.

Your workplace may also have a confidential Employee Assistance Program (EAP) that offers free financial help.

## Support services

**Help from other services like Food and Community, Employment Services, Housing and Emergency Relief can be accessed through:**

**Uniting Vic.Tas** | Community Services Organisation ([unitingvictas.org.au](https://unitingvictas.org.au))

**The Carevan Foundation** – It's easier to care than to turn away ([carevan.com.au](https://carevan.com.au))

**Food Share** ([foodshare.org.au](https://foodshare.org.au))

**If you're experiencing financial hardship due to domestic and family violence, please reach out for support:**

Family Violence Support Services | **Uniting Vic.Tas** ([unitingvictas.org.au](https://unitingvictas.org.au))

Domestic and family violence and financial hardship – **National Debt Helpline** ([ndh.org.au](https://ndh.org.au))

The Zahra Foundation | Australia ([zahrafoundation.org.au](https://zahrafoundation.org.au))

**Remember, you're not alone. These services are here to help you get back on your feet.**

## What if I need more help?

If you're still needing help after your financial support period ends, it's important you contact us as soon as possible.

We may refer you to back to a Financial Hardship partner for more support.

# How will financial hardship affect my credit report?

Credit reports have information about your credit history, and help institutions decide whether to approve your credit applications. You're entitled to a free copy of your credit report every three months, or if your credit application was declined in the last 90 days.



## Want to share feedback on your experience?

**If you feel at any point you're not being heard, we want to know and our Customer Advocate is here to listen.**

Our Customer Advocate is someone you can reach out to for an in-person (Olive Street, Albury) or virtual appointment. To book, email [advocate@humbank.com.au](mailto:advocate@humbank.com.au)





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There is a fee for this service.

For more information [www.tisnational.gov.au](http://www.tisnational.gov.au)

For the National Relay Service call **1800 555 660**.



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