

Financial Hardship Policy

Introduction

Some personal/residential and small business customers who are experiencing financial hardship may be entitled to special arrangements for Members Telecom bills they cannot immediately afford to pay. Depending on your circumstances, there may be options for helping to manage your financial difficulty e.g. payment plans, service restrictions and spending caps. Eligibility is set out in Members Telecom's Financial Hardship Policy.

Contacting us about financial hardship

You can contact us regarding financial hardship issues as follows:

Name: Wayne Kelly
Position: Financial Hardship Officer
Email: customerservice@memberstelecom.com.au
(all hours – processed during business hours)
Postal: P.O Box 554
South Melbourne, VIC. 3205
(all hours – processed during business hours)
Fax: (03) 9699 8742
(all hours - processed during business hours)

The Financial Hardship Officer can provide more information and a copy of our policy. You can also access it from our web site.

Information we may require

To process a financial hardship enquiry or application, we first ask for an Application which is attached to this Summary that identifies you, your account and other basic information. You must send it, and any other supporting documentation we require, to the email address, postal address or fax number above, addressed to 'Financial Hardship Officer, Members Telecom'.

We may require further documentation, depending on the nature and circumstances of your claim e.g. (if relevant):

- evidence that you lost employment;
- evidence that you have consulted a financial counsellor;
- a statutory declaration by you;
- a statutory declaration by someone familiar with your circumstances;
- a medical certificate

Our assessment of an application may be based on the information you provide or other information available to us. If the information you provide is not sufficient for us to make an assessment, we will tell you that, and what other information is required. If you do not provide information as requested, an assessment may not be made. Provision of false or incomplete information may result in us cancelling any hardship arrangements.

How we assess an application – generally

We try to be flexible, since there are many different possible circumstances. But generally:

- We will check that the amount involved is not disputed. If it is, our Complaints Policy applies instead.
- We'll assess whether the application meets the definition for financial hardship.
- We'll consider if non-payment of amounts is reasonable in all the circumstances.
- Then we'll consider whether your reason for being unable to pay fall into those relevant under our Financial Hardship Policy.
- Then we'll consider whether a financial hardship arrangement could assist you.
- Then we'll consider an appropriate arrangement under our Policy and the Telecommunications Consumer Protections Code C628:2012 and propose it to you. Where possible and appropriate, we will provide you with flexible repayment options to meet your individual circumstances.
- We will make an assessment within 7 working days after you provide the last of any information or supporting documentation we reasonably require.

A proposed financial hardship arrangement has no effect unless and until you accept it. If you do not accept a proposed arrangement within 10 days, it is no longer open for acceptance. (But if you do not accept in that time for good reason, we will not unreasonably refuse to extend the proposal.) If it becomes clear to us at any time that you do not meet the criteria for arrangement or assistance, we will inform you immediately.

Your rights and obligations if we enter a financial hardship arrangement

- You and we must comply with an agreed financial hardship arrangement.
- We will give you written details of the arrangement if you ask for them.
- We will not pursue credit management action over a debt while a financial hardship arrangement covering that debt is in place and you are complying with it.
- You must promptly advise us if your circumstances change during the term of the financial hardship arrangement.

Contacting your local Financial Counsellor or Consumer Advocate, who may be able to assist or advise for free?

QLD	Financial Counselling Services of QLD	(07) 3257 1957
NSW	Credit and Debt Hotline	1800 808 488
ACT	Care Financial Counselling	(02) 6257 1788
VIC	Consumer Credit Legal Service	(03) 9602 3800
TAS	Anglicare Financial Counselling	1800 243 232
SA	Uniting Communities Financial Counselling	(08) 8202 5180
WA	Financial Counsellors Resource Project	(08) 9221 9411
NT	Anglicare Financial Counselling	(08) 8985 0000

More Information

[Members Telecom Financial Hardship Statement 2.pdf](#)

[Members Telecom Initial Hardship Application v2.pdf](#)

[Members Telecom Complaints Handling Process Summary v3.pdf](#)