

Hardship Policy & Process

Falling on times of financial difficulty can happen to anyone.

There may be circumstances that make it harder for you to meet your financial commitments. Whether it is a short-term setback or something that is longer term, we understand that payment difficulties can come in many ways. The ACCC and ASIC encourage flexibility on the part of our clients and us. This includes recognising people who are vulnerable and experiencing financial hardship, and recognising that they may have a number of debts owing to different people.

A flexible approach involves making meaningful and sustainable payment arrangements that reasonably take into account a your ongoing living expenses to enable them to live in basic comfort and prevent impoverishment or humiliation.

You might experience hardship because of factors like:

- death in the family
- business failure
- illness
- family violence
- loss of employment
- reduced income
- family separations
- emergency situations
- natural disasters and health events

Identifying financial hardship

We encourage you to contact us if you are struggling financially. You can contact us directly or through a third party, such as a financial counsellor.

Our client may consider the following indicators to determine if you are suffering financial hardship:

- Missed or late payments towards the debt we have been engaged to pursue;
- Requests to enter into payment arrangements;
- Reliance on government support;
- A change of circumstances;
- Dependents;
- Liabilities, including amounts owed to a mortgagee and other secured creditors;
- Assets owned, including property;
- Income derived from the household.

The above list is non-exhaustive and each hardship request will be determined individually and on its merits.

How will we deal with hardship situations?

- Liaise with you and our client to understand and work through your financial difficulties;
- Request that you complete a written Financial Questionnaire document for review. That document should set out income, expenses, assets and liabilities and propose an affordable payment plan for review. In response, we may ask that you provide additional supporting information.
- Hold current steps in order to provide time for you to seek assistance from a third party

- or to complete our Financial Questionnaire documentation;
- Consider if our client should reduce, hold or waive interest or late charges and costs in circumstances where your payments will never have a meaningful impact on reducing the debt;
- Discuss long term arrangements that will not improve your debt position and the viability and alternatives that might be available.

We understand that you may feel uncomfortable discussing your financial problems and the above indicators are not exhaustive and may occur out of sequence. This is why our staff are trained to identify anyone who may be experiencing hardship and may require assistance.

If our client does not consider you are eligible for hardship, we will provide you with a reason via your preferred method of communication.

If you wish to discuss our Hardship Policy & Process, please contact our Key Account Manager on 1300 600 181 or by email at office@platinumcollection.com.au.

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