

# Hardship Policy - 2022

Connected360.com.au

## Hardship Policy 2022

For further information visit [connected360.com.au](https://connected360.com.au)



Connected 360 is committed to supporting our customers facing Financial Hardship. We understand Financial Hardship can happen to anyone and we are here to help. The support we provide is based on your individual circumstances, we will work with you to assess your situation and work out what assistance is available.

### **What is Financial Hardship?**

Financial Hardship is when a change occurs to a customer's financial capacity making it difficult for the customer to make a payment for their services. The change to the customer's financial situation may be short or long term.

### **We are here to help**

Financial Hardship can be temporary or on-going, you might experience hardship because of factors like:

- Loss of employment
- Pandemic
- Natural Disaster
- Being unwell
- Death in the family
- Domestic or family violence

There may be other reasons why you can't pay your bills, however the sooner you contact us, the sooner we can assist you.

Contact us to discuss the best solution for your situation, assistance we may provide include:

- Providing a payment extension
- Arranging an instalment payment plan
- Reviewing and amending your services to reduce cost
- We will not charge late payment fees

### **Financial Agreement**

When an arrangement has been agreed upon, Connected 360 will notify you in writing. Contact us to discuss the agreement or if your situation changes.

### **Contact Us:**

#### **Please contact us anytime to discuss**

Telephone: (07) 5343 7424

Email: [connect@connected360.com.au](mailto:connect@connected360.com.au)

## **Further Assistance**

If you do require professional financial help, there are several organisations that offer free of charge advice and support.

National Debt Hotline is a not-for-profit service that offers step-by-step guides to tackle common debt problems. If you need more help, you can call 1800 007 007 to speak to a free and independent financial counsellor. You can also visit the National Debt Helpline [www.ndh.org.au](http://www.ndh.org.au)

Community Organisations can also provide you with support, these include The Salvation Army, St Vincent de Paul Society and Anglicare

Emotional Support Services If you're concerned about your mental wellbeing, help is available. Contact Beyond Blue on 1300 22 46 36 (24 hours a day). Or use Beyond Blue's web chat (3pm to 12am).