**Financial Hardship (Payment Assistance) Application Form**

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| **Customer Details** | | | | | | | |
| **Name**  (must be the name on your account) | | |  | | | | |
| **Account Number**  (found on your invoices) | | |  | | | | |
| **Contact Phone** | | |  | | | | |
| **Contact Email** | | |  | | | | |
| **Address** | | |  | | | | |
| **Preferred Contact Method** | | |  | | | | |
| **Date of Birth** | | |  | | | | |
| **Details of Financial Hardship** | | | | | | | |
| **Period of assistance required** | | | ☐0-3 months | ☐+3 months | | | |  |
| **Please provide a brief description of why you are claiming financial hardship**  *Financial Hardship is where you are unable to discharge financial obligations owed under your*  *consumer contract with us or otherwise discharge your financial obligations to us, due to circumstances, including:*  *(i) person or household illness*  *(ii) unemployment*  *(iii) low or insufficient income, including reduced access to income*  *(iv) being a victim or survivor of domestic or family violence*  *(v) a death in the family*  *(vi) a change in personal or family circumstances*  *(vii) a natural disaster*  *(viii) unexpected events or unforeseen changes that have impacted the customer’s income or expenditure; or*  *(ix) other reasonable causes; and*  *You consider that you will be able to discharge those obligations if an agreed arrangement for financial hardship assistance relating to the supply of telecommunications services by us is implemented.* | | |  |  | | | |  |
| We may require further information or the verifying of documents to assess your eligibility. However, where you require short-term assistance, or are experiencing domestic or family violence, we will not request further information or the verifying of documents, unless special circumstances apply. | | | | | | | |
| **Customer Declaration** | | | | | | | |  |
| I declare the above information provided is true and accurate. | | | | | | | |  |
|  |  |  |  | |  |  |  |  |
|  | Name |  | Signature | |  | Date |  |  |

We will process your application for financial hardship assistance within 5 business days of receiving your complete application (including any further requested information and documentation). Please see our Payment Assistance Policy at <https://mynet.au/resources> for further information or contact us at help@mynet.au or call us on 08 8490 7100 if you require any further information or assistance regarding your application.