**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.