

## Family First also offer you the following Products and Services

- Everyday Savings Accounts
- Cash Management Account
- Internet and Phone Banking
- Apple and Android Apps
- PayID and the New Payments Platform
- eStatements
- e-Saver Internet Banking Account
- Bonus Saver Account
- Christmas Club Account
- Fixed Term Deposits
- Blue Ribbon Deeming Account
- Youth Accounts 0-17 year olds
- Home Loans—Variable and Fixed
- Mortgage Offset Loans
- Personal Loans
- Car Loans
- Overdrafts
- Line of Credits
- VISA debit card for easy access to your funds
- BPay®
- Personal Cheque Account
- Bank@Post
- Financial Planning Services
- Periodical Payment Service
- Direct Debits /Credits / Transfers
- Direct Pay
- Insurance Products - Home & Contents, Landlords, Motor Vehicle, Caravan,
- Life Insurance
- Travelex Holiday Money
- Access Prepaid Cash Passports
- Greenslips (Compulsory Third Party Insurance)
- BankLink for commercial accounts

(Simply give us a call on 1300 369 900 or email us on [enquiries@familyfirst.com.au](mailto:enquiries@familyfirst.com.au) for more information) To decide if a product is right for you please read carefully the following documents: Account & Access Facility Booklet (containing Conditions of Use), Summary of Accounts and Availability Of Access Facilities, Financial Services Guide, Deposit and Lending Interest Rate Brochure, Credit Guide and Fees and Charges Brochure

### Administrative office

#### Lithgow

1 Ordnance Avenue  
Ph: 1300 369 900  
Fax: (02) 6351 3148

### Branch Locations

#### Lithgow

148 Main Street  
Ph: (02) 6354 1615

#### Bathurst

75-77 William Street  
Ph: (02) 6354 1611

#### Blackheath

28 Govetts Leap Road  
Ph: (02) 6354 1610

#### Mudgee

The Gateway,  
82 Church Street  
Ph: (02) 6354 1613

Call 1300 369 900

Visit [www.familyfirst.com.au](http://www.familyfirst.com.au)

Email [enquiries@familyfirst.com.au](mailto:enquiries@familyfirst.com.au)

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# Financial Hardship Assistance

Effective 1st November 2018



**Family First**  
Caring local banking

Family First Credit Union Limited

ABN 39 087 650 057 | AFSL No & Australian credit licence 241068

## Financial Hardship

We understand that there may be times throughout our life, that things don't always go exactly according to plan. It is for this reason that your financial circumstances may change unexpectedly. Perhaps you have suffered an illness, lost your job or had your income substantially reduced. The reasons are many and varied but the result is inevitably the same. Whatever the reasons, if you find that you are experiencing some difficulties in meeting your commitments, rather than ignore them, we encourage you to seek assistance as soon as possible to avoid the problem getting out of hand.

## Financial Hardship

Financial hardship, put simply, is when you want to pay what you owe but are unable to do so, or anticipate being unable to do so in the near future. It may be that you can't afford to make your loan payment and fall into arrears, have a cheque bounce that you write, or have a number of direct debits being dishonoured due to having insufficient funds in your account.

## Am I eligible to apply for assistance?

All individuals and small business members of the credit union experiencing financial hardship are eligible to apply for assistance. A member experiencing financial hardship is even eligible for assistance if their loan payments are up to date or in advance. Applications for hardship assistance do not have to be in writing either, it can simply be a verbal request.

## If seeking assistance, what do we require you to do?

In order for us to assess your application for hardship, we may request you to provide some information to support your application. If so, we ask that you provide that information or documentation within agreed timeframes and the information is up to date. We also request that you maintain contact with us and promptly respond to our attempts to communicate with you. Where applicable, we ask that you be prepared to negotiate financial hardship assistance arrangements with other credit providers you may have as part of a comprehensive approach in attempting to resolve your financial difficulties.

## While your application is being assessed

Whilst considering your financial hardship assistance application, we strongly encourage you to continue to make whatever payments you can. We promise that we will cease any debt enforcement or recovery actions whilst your financial hardship assistance application is being considered.

## What is the timeframe for assessing your application?

We seek to deal with financial hardship applications as quickly as possible. Once we have received all the information and documentation requested, we will generally make a decision on whether to grant assistance within 21 days

## What types of assistance can be considered?

Depending upon the individual circumstances, the following types of assistance may be considered:

- Reduced or a moratorium of repayments where the members are ahead on their loan repayments
- Reduced repayments for a specified period followed by increased "catch up" payments over an agreed upon period
- A moratorium on repayments
- Consolidating debts where a member has multiple loans with Family First.

Assistance will depend upon the circumstances that are applicable and are tailored to best suit the situation.

## What is the maximum assistance we can offer?

The maximum assistance that we can offer a member experiencing financial hardship is generally limited to 6 months at anyone time unless special circumstances apply.

## What if my application for Hardship Assistance is refused?

We will notify you in writing of our decision not to grant assistance. We will provide an explanation as to why we have not been able to provide assistance. If you are not satisfied with our decision, you may lodge a dispute with the Australian Financial Complaints Authority (AFCA), our external dispute resolution scheme.

**If you would like any further information on how Family First Credit Union may be able to assist you, please do not hesitate to contact us on 1300 369 900.**

