



FINANCIAL HARDSHIP

Sometimes stuff just happens, we understand that. We approve loans in good faith on the assumption that you will be able to make the payments and know you borrow with the best of intentions to honour the commitments you have made.

If your circumstances change, tempting as it is, **DON'T HOPE IT WILL JUST GO AWAY**. If you are having financial difficulty, or anticipate you may in the future, **LET US KNOW**.

Once a loan goes into default options to assist you can be reduced.

You are encouraged to contact us if your ability to maintain payments has changed. It could be the loss of your job, long term illness or any other reasonable event that was unforeseen.

Any review of your circumstances must be based on the premise that any rearrangement would not make matters worse for you and cause further financial hardship.

What could we do?

Any request is viewed on its merits but some options could be holding off (postponing) some repayments or extending the term of the loan.

How to apply?

We would encourage you to call us initially. We will require you to update us on your financial circumstances and to that end we will request you complete our standard credit application form, available on this site, or we can send you one.

We would also encourage you to consider meeting with a budget adviser. With your written consent we will be more than happy to discuss your loan and options with them.

