

## **FINANCIAL HARDSHIP - SUMMARY**

CCC Financial Solutions Group (hereon referred to as CCC) is committed to working with its customers and providing assistance if debts cannot be paid because of financial hardship. If paying an outstanding debt will affect a customer's ability to meet basic living needs, they may be eligible for hardship assistance.

CCC will work with its customers to come to an appropriate payment solution. This may include short or long term financial hardship assistance.

CCC understands that asking for support can be difficult. Our team will treat all its customers with courtesy and respect. This is also expected in return from our customers.

CCC's hardship policy is drafted in line with the National Consumer Credit Protection Act.

To request financial hardship assistance, customers may advise CCC – either verbally or in writing – of their inability to meet repayment obligations. After receiving this hardship notice, CCC may request specified information from which will need to be provided within 21 days.

The information we request must be relevant to deciding whether the customer is unable to meet obligations under the credit contract and how the contract should be changed to assist the customer in meeting their obligations.

Generally CCC will request a statement of financial position along with other documents relevant to the customer's situation.

Customers are required to comply with a request for information as CCC must provide a final outcome within 28 days of the initial hardship notice. Failure to provide hardship documents may result in a hardship request being declined.

If a customer is experiencing severe long-term financial hardship, they may be eligible for the National Hardship Register – this is a joint initiative between the Australian Collectors and Debt Buyers Association and the community sector. The purpose of this initiative is to protect vulnerable customers from unnecessary debt collection activity. To learn more and find out if you are eligible, visit [www.nhr.org.au](http://www.nhr.org.au).

If you would like further assistance in managing your debts, you can contact Financial Counselling Australia on 1800 007 007 for referral to your closest free Financial Counselling Service.

For more information on our Financial Hardship Policy, visit our website at [www.cccfinancial.com.au](http://www.cccfinancial.com.au).