

## Hardship Application

### Information

Pioneer Credit Solutions Pty Ltd (“Pioneer Credit”) offer specifically tailored treatment for customers who are experiencing financial hardship, whether it is temporary (as is often the case), or of a more permanent nature.

If you are experiencing hardship, and you have an open account owed to Pioneer Credit, we will work with you, and may be able to vary your contract to assist you.

#### Our hardship process is based on the below steps:

- In circumstances where a customer verbally advises Pioneer Credit of a desire or intention to apply for a hardship variation, or when a customer sends in this written hardship application, the account will be allocated to a member of the Operations Hardship Team.
- We will attempt to contact you via telephone for initial hardship conversation as soon as practicable to complete the process verbally. If the initial contact is not at a suitable time or the information is not available, we will arrange a suitable call-back appointment within the next five business days.
- We will finalise our response to your hardship application in a prompt and efficient manner - and at least within 21 days of the date you provide us all relevant information.

#### Your Commitment to Us

There are certain things we ask you to commit to doing in order to allow us to consider your request for hardship assistance, which will enable us to work with you to find a mutually agreeable solution;

- We ask that you provide us with reason/s you believe are the cause of your hardship
- We ask that you work with us, and respond to reasonable requests we make both verbally and in writing to you for further information and/or documentation.

## **To make a written application for a hardship variation**

Our customers have the option of making an application for a hardship variation over the telephone, or in writing. To begin a written application for a variation to your credit contract due to hardship, we ask that you:

- Complete all sections contained in this document under the heading 'Financial Hardship Application (Customer to Complete)', and the 'Statement of Financial Position';
- Provide us copies of supporting documentation wherever possible, to evidence the information provided (e.g. Termination of Employment Letter, Centrelink Advice, last Tax Return, Financial Counsellor's Advice etc.);
- Send the information in writing via email to [finhardship@pioneercredit.com.au](mailto:finhardship@pioneercredit.com.au) or via post to;

**Pioneer Credit**

**PO Box 5673**

**Perth WA 6831**

On receipt of the information, Pioneer Credit will provide you with a written response to your request for hardship assistance within 21 days.

Before providing you with a written response we will contact you by telephone to request further information or to discuss any matter/s which will ensure we achieve the best outcome for both you and Pioneer Credit.

We must advise you that if we do not receive a response from you after a number of attempts, or our requests for further relevant information are not satisfied, your account will be returned to the Operations team for normal servicing.

# Financial Hardship Application

Customer to complete

Account Number:
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## Customer 1 Details

Customer name:	Email:
DOB:	Number of dependents:
Residential address:	Occupation:
	Employer's name:
Home phone:	Employer's address:
Mobile phone:	Employer's phone:

## Customer 2 / Spouse Details (complete only where details are different to Customer 1)

Customer name:	Email:
DOB:	Number of dependents:
Residential address:	Occupation:
	Employer's name:
Home phone:	Employer's address:
Mobile phone:	Employer's phone:

**Please provide the reason/s you are experiencing financial hardship:**

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**Please provide us an estimate of how long you feel you will be experiencing hardship, due to the reason/s you have advised us:**

**Please provide us with a proposal which you feel would allow you to reasonably meet the obligations of your contract/s:**

**Declaration**

I / We declare that the information in this application form and the supporting documentation provided by me/us is true and correct in every detail and provides full disclosure of my/our financial circumstances sufficient for Pioneer Credit Solutions Pty Ltd to make an informed assessment and/or decision with respect to my/our indebtedness to it.

**Customer 1 Signature:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Customer 2 Signature:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

# Statement of Financial Position

Customer to complete

Account number:
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## Customer 1 Details

Customer name:	Email:
DOB:	Number of dependents:
Residential address:	Occupation:
	Employer's name:
Home phone:	Employer's address:
Mobile phone:	Employer's phone:

## Customer 2 / Spouse Details (complete only where details are different to Customer 1)

Customer name:	Email:
DOB:	Number of dependents:
Residential address:	Occupation:
	Employer's name:
Home phone:	Employer's address:
Mobile phone:	Employer's phone:

## Income

Category	Amount	Frequency (Monthly, Fortnightly, Weekly)
<b>Wages/Salary/Benefit</b>	\$	
Customer 1 (you)	\$	
Customer 2 (spouse)	\$	
<b>Savings/money in account</b>	\$	
Customer 1 (you)	\$	
Customer 2 (spouse)	\$	

Investment income	\$	
Other income	\$	

**Expenses** (both customers)

Category	Amount	Frequency (Monthly, Fortnightly, Weekly)
Rent/Mortgage	\$	
Dependence maintenance	\$	
Food	\$	
Electricity	\$	
Gas	\$	
Water	\$	
Telephone/Mobile/Internet	\$	
Rates/Taxes	\$	
Clothing	\$	
Medical	\$	
Vehicle	\$	
School/Childcare	\$	
Transport	\$	

**Expenses (Continued)** (both customers)

Category	Amount	Frequency (Monthly, Fortnightly, Weekly)
Credit Cards	\$	
Personal loans	\$	
Insurance	\$	
Other (_____)	\$	
Other (_____)	\$	
Other (_____)	\$	

## Assets

### House/Unit/Other Property

Address 1	\$
Address 2	\$
Address 3	\$

### Motor Vehicles (Car, Truck, Motorcycle)

Make & Model	Rego. Number	\$
Make & Model	Rego. Number	\$
Make & Model	Rego. Number	\$

### Other Assets/Shares/Superannuation/Collectables/Other

Asset 1	\$
Asset 2	\$
Asset 3	\$

## Liabilities

Mortgage to	\$
Fines	\$
Credit Cards	\$
Personal Loans	\$
Other (_____)	\$

## Declaration

I / We declare that the information in this statement and the supporting documentation provided by me/us is true and correct in every detail and provides full disclosure of my/our financial circumstances sufficient for Pioneer Credit Solutions Pty Ltd to make an informed assessment and/or decision with respect to my/our indebtedness to it.

Customer 1 Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Customer 2 Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_