



## Financial Hardship Policy

v1.1

## Document Details

This policy applies to persons who are unable to meet their financial commitments including paying their ABSH account in full and by the due date.

By way of example, a person may be suffering from financial hardship due to

- Medical condition;
- loss of employment; or
- death of a family member.

If you find yourself having difficulty paying your account, contact our accounts team via email [accounts@absh.com.au](mailto:accounts@absh.com.au) as soon as possible. The earlier you contact us, the better.

By way of example, we may be able to

- offer you a payment plan – where you enter into an agreement to pay off your account in instalments over time; and/or
- restrict your service – so that you can minimise additional charges.

We may request evidence to support your application, for example

- medical reports documenting your condition; and/or
- a statutory declaration setting out your circumstances.

ACMA provides information about financial support services available for example financial counselling services. For more information, contact ACMA.