

Financial Hardship Assistance

Platform Partners Pty Ltd (including our Corporate Authorised Representatives) ("we", "us" or "our") understand that unexpected events can create financial difficulties. We are committed to assisting customers experiencing financial hardship with dignity, fairness and respect.

When You May Be Eligible

You may be eligible for financial hardship assistance if you are experiencing difficulty meeting a financial obligation owed to us, including an insurance excess or recovery amount. Financial hardship may arise due to circumstances such as:

- Illness or injury
- Unemployment or loss of income
- Family violence
- Disability
- Natural disasters or other unforeseen events
- Other significant financial challenges

How to Apply

If you are experiencing financial hardship, please contact us as soon as possible:

Email: contact@platformpartners.au

We may ask for information reasonably necessary to assess your circumstances and determine what support may be available.

Assessment Timeframes

- We will acknowledge your request promptly.
- If additional information is required, we will let you know as soon as possible.
- Once we have all necessary information, we will generally provide a decision within 21 calendar days.

How We May Help

Where appropriate, support arrangements may include:

- Additional time to make payments
- Payment plans or instalment arrangements

- Temporary postponement of payments
- Alternative repayment arrangements appropriate to your circumstances

Any agreed arrangement will be confirmed with you in writing.

Complaints and Review

If you are dissatisfied with our decision, you can access our Complaints Process and, if necessary, seek independent review through the Australian Financial Complaints Authority (AFCA).

Free Financial Counselling

Free, independent financial counselling is available from the National Debt Helpline:

Phone: 1800 007 007

Website: www.ndh.org.au

Our Commitment

We will handle all financial hardship requests confidentially and in accordance with the General Insurance Code of Practice, treating customers with compassion, fairness and respect.