

Financial Hardship

Information for Lion Finance Australia Customers

Lion Finance is committed to assisting customers experiencing financial hardship.

What does financial hardship mean?



Financial hardship is when you would like to pay your debt, but don't have the money to do so.

Our commitment to you



When things are tough, we're here to assist. If your financial circumstances change and you are experiencing hardship, it's important to let us know so that we can develop a solution tailored to your circumstances.

When you contact us, we will at all times:

- ✓ Listen without judgement and speak with you in a respectful way
- ✓ Act honestly, ethically and fairly in the handling of your request
- ✓ Make available language and/or accessibility support if required
- ✓ Offer you a solution that is fit for purpose and tailored to your needs
- ✓ Ensure our team have the right knowledge and authority to assist you
- ✓ Provide you an outcome within 21 days of you contacting us where possible
- ✓ Inform you of your right of review if you're unsatisfied with our service
- ✓ Refer you to specialist support organisations, at no cost to you, if appropriate
- ✓ Comply with our legal obligations to you

How we can assist you



Lion Finance's hardship program offers a range of tailored assistance options to customers including but not limited to:

- ✓ Flexible and affordable payment arrangements
- ✓ Discounted settlements and payment incentives
- ✓ Moratoriums (a hold on collection activity for an agreed period of time)
- ✓ Monetary relief on a balance owed or interest accruing
- ✓ Referrals to community welfare organisations

How to seek hardship assistance



If you need assistance, the first step is to speak with our specially trained Customer Assist team on 1800 051 753 between 8am – 6pm Mon-Fri and 9am – 12pm Sat (AEST) or via email at customerassist@lionfinance.com.au

Our Customer Assist team have helped thousands of Lion Finance customers who have found themselves unemployed, unwell, injured or struggling to make ends meet following circumstances outside of their control.

Once you speak with us, we'll ask some questions to understand your circumstances and guide you through what happens next. In any case, we will provide you a solution within 21 days of you making the request to us, where we have all the information we need to make a decision.

What we may ask of you



Depending on your circumstances and the outcome you're seeking, we may need you to provide us some information or supporting documents so that we can offer you the most suitable solution.

Examples of what we may request:

- ✓ A document like a budget that outlines your financial position including what you earn and spend
- ✓ Medical certificates
- ✓ Bank statements
- ✓ Pay slips
- ✓ Centrelink statement
- ✓ Tax notice of assessments



If we need documents or information from you, we'll let you know. If you can't provide the information by the date we need it, it's important you tell us as soon as possible so we can work out an alternative solution.

If we don't hear back from you, we may not be in a position to make a decision on your request for assistance. If this happens we will write to you and let you know what happens next.

If you're unsatisfied



If you are not satisfied about something we've done, or perhaps haven't done, we want to know about it. We treat every complaint seriously and aim to resolve your concerns as quickly as possible.



 www.afca.org.au

@ info@afca.org.au

☎ 1800 931 678

Additional support



You may wish to obtain advice from a free and independent financial counsellor. You can talk to a financial counsellor from anywhere in Australia by calling the National Debt Helpline on 1800 007 007.

You can learn more about this free service at

 www.ndh.org.au

This number will automatically switch through to the service in the State or Territory closest to you.