

How can we help you get back on track

We're here to support you through this difficult time and work with you to find the most suitable solution for your circumstances. Hardship assistance is designed to provide **short-term relief** while you get back on your feet. Depending on your situation, options may include:

- **Reduced repayments** through a temporary arrangement
- Switching from **principal & interest** to **interest-only repayments**
- In some cases, a **pause on repayments** for a limited period
- **Increasing** the loan term.

It's important to be aware of a few key points:

- **Hardship support is temporary**, and we'll work with you to return to normal repayments when your situation improves.
- During this period, **interest will continue to be added** to your loan each month based on the balance including the interest arrears interest on top of interest. The term "interest on top of interest" refers to a situation where interest is charged or accrued not just on the original loan amount (*the principal*), but also on any previously accrued interest that hasn't been paid.
- Once your hardship arrangement ends, after making three regular repayments in a row we will consider **any unpaid interest (arrears)** being added to your loan balance, and if you're on principal & interest, **your repayments will be recalculated** on your new balance.

We're committed to treating you with care and respect and helping you get through this period with a manageable plan. If you have any questions or need help understanding the next steps, we're here to guide you.

The free Adobe Reader can be downloaded here, click the link <https://get.adobe.com/reader/>

Name

Address

Postcode

Illness or injury

Loss of employment/income

Relationship breakdown

Unexpected expense

Natural disaster

Reduction in income

Worker's Compensation

Domestic & Family violence

Financial Abuse

Business failure

Maternity leave

Carer's responsibilities

Strata or Council levies

Land Tax

Identity theft

Cybercrime

Bank maladministration

To help us assist you as quickly and effectively as possible, regardless of the option selected above please provide detailed information about the reason(s) you are applying for hardship in the space below.

Providing a clear explanation of your current situation — such as the cause of financial difficulty, how it is impacting your ability to meet repayments, and any relevant timeframes — allows us to assess your request promptly and avoid unnecessary delays or the need to follow up for more information.

We understand this may be a difficult time, and the more detail you can share, the better placed we are to explore the most appropriate support options for your circumstances.

Documents that help Us help You with a faster response



- Two most recent pay slips.(If PAYG only) .
- Medical/Doctors report detailing the injury or illness
- Confirmation of Worker's Compensation payment
- Termination letter or separation certificate from your prior employer
- Last three months bank Statements/Transactions
- Last two quarters BAS statements(if self-employed) .
- Insurance documentation/photographs of the damage.
- Business deregistration certificate or Letter of dissolution or Bankruptcy and insolvency filing or Final tax return or Notice from the ATO indicating cessation of business activity.
- Letter from your employer confirming your expected return date to work and income.
- Latest statement showing the outstanding amount or correspondence showing the outstanding amount.
- Statement from the State Revenue office showing outstanding amount.
- Police or identity theft report.
- Evidence of the Cybercrime.
- Correspondence to and from your bank relating to maladministration

Delaying your mortgage repayments - What really happens.

If you're considering applying for hardship assistance, it's important to understand both the immediate relief and the longer-term implications:

- **Temporary Breathing Space:** Hardship support can provide short-term relief by adjusting or pausing your repayments during difficult times.
- **Interest Still Accrues:** Even if repayments are paused or reduced, interest **continues** to accrue on your loan and your balance as a result increases.
- **Compound Interest:** When payments are deferred, interest is added to your loan balance each month. This results in **interest being charged on top of interest**, increasing the overall loan amount.
- Hardship assistance is here to support you through financial challenges. While it offers valuable breathing space, it is important to understand the financial consequences if this is **ongoing or longer-term** support. One key impact is how interest continues to accrue even when repayments are paused and how this affects future repayment amounts and your total cost.

Example only **(Note: different balances and rates will result in either a higher or a lower increase to your loan):**

1. Each day, interest is **calculated** on the loan balance.
 2. It **accumulates silently** for the whole month.
 3. At the end of the month, the total of interest is **debited** (added) to your loan.
 4. Next month's daily interest is calculated on this new **(slightly larger)** balance.
This is the **compound effect** where you pay **interest on interest** that is added each month.

- Loan Balance: \$600,000.00
- Rate: 5.00%
- Hardship period: 6 months deferred repayments

Month 1: Daily interest = \$82.19 Total for 30 days = \$2,465.75 New balance = \$602,465.75	Month 2: Daily interest = \$82.53 Total for 30 days = \$2,475.85 New Balance = \$604,941.64
Month 3: Daily interest = \$82.87 Total for 30 days = \$2,486.06 New balance = \$607,427.70	Month 4: Daily interest = \$83.21 Total for 30 days = \$2,496.28 New balance = \$609,923.98
Month 5: Daily interest = \$83.55 Total for 30 days = \$2,506.54 New balance = \$612,430.52	Month 6: Daily interest = \$83.89 Total for 30 days = \$2,516.84 New balance = \$614,947.35

1. Occupation

Time with current employer

Employment status

Primary income derived from

Employer name

Gross income *(before tax)*

Gross overtime/penalties

All other income
(not included in primary income)

Fully maintained company car or allowance

and/or

2. Occupation

Time with current employer

Employment status

Primary income derived from

Employer name

Gross income *(before tax)*

Gross overtime/penalties

All other income
(not included in primary income)

Fully maintained company car or allowance

Financially independent

Financially independent

Financially independent

Financially independent

Date of birth

Date of birth

Date of birth

Date of birth

Security street name

Suburb & postcode

Estimate “as is” value

Security

Name of financial institution

Original loan amount

Amount currently owing

Minimum monthly
repayment

Current rate

%

till

%

till

%

till

%

till

Weekly rental income

Applied for hardship

Security address

1.

2.

Security address

3.

4.

Is rental income credited directly to the loan.

Name of financial institution

Loan Type (*personal loan, car
loan, lease, etc.*)

Monthly repayment

Amount currently owing

Applied for hardship

Are there any outstanding rates?

\$

Do you require assistance with an increase?

Name of financial institution

Card type

Credit limit

Amount currently owing

Cleared in full every month

Name of financial institution

Card type

Credit limit

Amount currently owing

Cleared in full every month

Applied for hardship

Total combined superannuation

Total combined shares

Savings account and term deposits

Financial institution

Balance

- Once your hardship arrangement has ended, we'll require you to make **three regular monthly repayments in a row**. This shows us that you're back on track and able to manage your normal loan repayments. After these have been made, we may consider **adding any missed payments (*arrears*) to your loan balance** — this is known as capitalising the arrears. If approved, this means those overdue amounts would no longer need to be paid separately and would instead be included in your regular loan repayments, which would be **recalculated if repayments are principal and interest based on your new balance**.
- We understand that this may be a difficult time, and we want to support you. Once we have all the information needed to assess your request for hardship assistance, we will provide you with a decision as quickly as possible within 21 days from when we receive the final documents or details.
To avoid delays, it's in your best interest to provide any requested information as soon as you can.



- If we've already sent you a notice about legal action or missed repayments, please be assured that we will pause these actions while we assess your hardship application.
- If your request is not approved, you still have options. You can ask us to review our decision internally, or you can contact the Australian Financial Complaints Authority (AFCA) for independent help. A link to their website is included in this form.
- We rely on accurate and complete information to process your request effectively.
- To help us assist you as quickly as possible, make sure you send us the completed and signed hardship form with your request.
- This form is intended to provide clarity and serve as the official record of your request. It will **take precedence** over any **earlier conversations, emails, or agreements** related to your situation.

The entirety of the red alert box above has been carefully read & understood **prior** to signing.

Full name

Signature of Borrower/Guarantor

Date

e-mail

Full name

Signature of Borrower/Guarantor

Date

e-mail

Full name

Signature of Borrower/Guarantor

Date

e-mail

Full name

Signature of Borrower/Guarantor

Date

e-mail

For assistance creating a digital signature, click the link <https://www.adobe.com/au/sign/how-to/create-digital-signature.html>.

Privacy Statement

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at [https://www.adb.com.au/privacy](#) or by calling us on 02 8116 1010. Our Privacy Statement also provides information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application or request.

Free online help resources:

Moneysmart: <https://moneysmart.gov.au/>

- Provides information on managing debt, budgeting, and seeking financial advice.

National Debt Helpline: <https://ndh.org.au/>

- A free service for financial counselling and advice.

Financial Counselling Australia: <https://www.financialcounsellingaustralia.org.au/>

- Connects customers with accredited financial counsellors for personalised advice.

CreditSmart: <https://creditsmart.org.au/>

- Provides education on managing credit responsibly and understanding credit reporting.

Services Australia website <https://www.servicesaustralia.gov.au/>

- Information about government support payments (*e.g. JobSeeker, Rent Assistance, and Crisis Payments*)

National Legal Aid: <https://nationallegalaid.org.au/>

- A free government service for legal advice.

Australian Financial Complaints Authority (AFCA): <https://www.afca.org.au/>

- A free independent government scheme for resolving disputes.

1800respect: <https://1800respect.org.au/>

- Is a free government funded organisation to support someone experiencing or at risk of domestic and family violence.