

Financial assistance

Our approach

At HomeStart we understand that sometimes life doesn't go to plan, and you may have trouble meeting your HomeStart loan repayments for a number of reasons.

If you have had a significant change in your income or relationship, have a serious illness or injury or experienced loss of employment, we encourage you to let us know as early as possible. Any missed or late payments may result in additional charges, increased capitalising interest and/or an extended loan term.

If you are experiencing financial hardship, getting support is important. Our Credit Management team can provide you with information and assess your circumstances to see what arrangements may be available to you.

Depending on your circumstances, these are some of the ways we may be able to help:

- Short term payment arrangements such as the option to defer or reduce repayments.
- Permanent payment variation to reduce your repayments.
- An extension of time to make a repayment.
- Capitalisation of arrears.

We want to help

We are committed to doing what we can to help you restore your financial position. The solutions we offer are intended to give you an opportunity to re-establish the long-term affordability of your financial commitments:

- A professional and understanding consultant will assess and help you with your request.
- Your situation is unique, so the outcome will be tailored to your situation.
- We can put you in touch with other services that may assist you.

Check if you're eligible

In the event you require temporary or ongoing financial assistance because of financial difficulty, you can call us on **08 8203 4087** or email customerassist@homestart.com.au to discuss your options.

We are available 8.30am to 5.00pm Monday to Thursday and 8.30am to 4.00pm on Friday.

To help us assess your situation, we may need to know:

- How your circumstances have changed.
- About your income and expenses.
- What changes you can expect in your future circumstances to resume your regular repayments.
- We may ask you to complete an Application for Financial Hardship Assistance and/or provide documentation to support your request.



Contact us

1300 636 878
homestart.com.au



Locations

Level 5, 169 Pirie St, Adelaide SA 5000
Unit 3/378 Main South Rd, Morphett Vale SA 5162
Unit 1/40-42 Commercial Rd, Salisbury SA 5108

Financial assistance

Your rights

The key frameworks that govern how we can provide hardship assistance to you are:

- The National Credit Code.
- A responsible and ethical approach guided by our internal hardship policy.

You may want to appoint a third party-representative or advocate, such as a financial counsellor:

- National Debt Helpline call [1800 007 007](tel:1800007007) or visit ndh.org.au.

If you're not satisfied with the support we have provided, you have the right to lodge a complaint with our Internal Dispute Resolution area on [08 8203 4081](tel:0882034081) or to complaints@homestart.com.au and/or the Australian Financial Complaints Authority (afca.org.au) on [1800 931 678](tel:1800931678) (9am–5pm, Mon–Fri AEST) or to info@afca.org.au.

Other ways to get help

To find out more about financial hardship, debt, your rights and other options, you can visit:

ASIC Money Smart

(Tips and tools to make the most of your money) call [1300 300 630](tel:1300300630) (Information Line) or visit moneysmart.gov.au.

National Debt Helpline

(Free and independent resources and support) call [1800 007 007](tel:1800007007) or visit ndh.org.au.



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