



Financial Hardship Policy

If you're having trouble paying your insurance premiums, call us on 1800 676 700 to talk to us about your situation. We might be able to help by:

- reviewing your cover to make sure it's right for you
- changing your payment method (monthly instead of annually)
- extending your payment due dates
- developing a payment plan with you.

If you need help with other types of payments (like an excess for a claim), talk to your claims specialist about applying for financial assistance. We might be able to help by:

- deducting your excess from your claim settlement
- extending your payment due dates
- developing a payment plan with you.

Urgent assistance after a claim

If an event causes you to be in urgent financial need, we're here to support you. For example, we might be able to speed up our assessment to give you a decision on your claim. Talk to your claims specialist to discuss the support we can offer.

Support services

National Debt Helpline

For financial counselling, money management and budgeting

Phone: 1800 007 007

Website: <https://ndh.org.au>

