

Bluestone is committed to acting in the best interests of its customers and making informed decisions based on their individual circumstances when it comes to genuine Hardship applications. Below is some information on Bluestone's Hardship policy and the process when a Hardship application is received:

## Hardship application

An application for Hardship can be made by any party to the loan however, we will normally require all parties to supply information to us which will allow a more thorough assessment of the application.

Bluestone will give you 21 days from the time the application is made to complete and return documentation. On receipt of the documentation, Bluestone will make a decision within 21 days on whether or not the assistance has been approved.

For approved applications, a variation to the loan may be required. In these cases, we will request that all borrowers and guarantors sign a variation to the loan agreement to confirm their consent to these changes.

## How long am I able to receive assistance?

Bluestone reviews your individual situation to provide a suitable solution based on your circumstances. Hardship may be given on a short, medium or long period of time depending on your circumstances.

## Types of assistance available

Hardship assistance is determined on a case by case basis, these could include payment extensions, reduced payments or other types of assistance.

## Third party nomination

You may want to contact us directly or appoint a third party nominated representative or advocate, such as a financial counsellor.

Please complete the relevant section on the Hardship form under 'Authorised Third Party Representative' if you wish to nominate a representative to act on your behalf.

## Credit ratings

Hardship assistance is not likely to impact your credit rating.

## What happens if my application is denied?

We will write to you to advise you of the decline. If you are not satisfied with the support or decision we have provided, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA).

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

## Will collections and recovery action continue?

When an application for hardship is received, all collection and legal activities will be suspended. If your request for financial assistance is approved and the terms of your assistance are maintained, further recovery action will be suspended.