

Request For Financial Hardship Assistance

Before applying for a Hardship Assistance

We understand that financial issues can be stressful, however it's important to take a moment to fully understand the hardship assistance process so you can decide if this is the right solution for you.

If you're in a situation where you're unable to meet your repayment obligations, entering a Hardship Assistance arrangement may help you deal with life so you can get back on track as quickly as possible.

Some Hardship Assistance solutions available are:

- Deferring repayments for a period of time
- Increasing the loan's term
- Changing the loan to Interest Only
- Varying your set up in other ways

We look at every application individually and with care. There may be instances where an application for Hardship Assistance will be declined.

For example if;

- The assessment team determine that the alternative arrangements available are not suitable
- You don't provide us with enough information to make a proper assessment,
- or you fail to respond to our request to provide additional data to enable us to make our assessment

Important information about the impact of entering a hardship arrangement

It's important to understand that while entering a hardship arrangement may give some financial relief, there are consequences to consider, such as;

- You're likely to pay more over the term of the loan, particularly if you do not increase the repayment amount at any point after the hardship period ends.
- Switching your repayments to Interest Only, may result in paying more interest over the life of the loan.
- By paying interest only, you will not be paying down the balance of your loan.
- A payment Holiday is a deferral of repayments for an agreed length of time. Interest continues to accrue and is applied to your loan during this time, which means your loan balance will increase during the 'holiday'.
- We're required to report all hardship arrangements to the credit bureaus. This information will appear on your credit report 12 months after the arrangement has started and is visible to other Lenders. This may impact your ability to borrow money in the future.
- Hardship Assistance is designed to give you repayment relief during a time of financial hardship. We recommend seeking the advice of a financial counsellor or advisor if you do not believe that you will be able to return to your scheduled repayments after the agreement ends.



Free, confidential, independent financial advice is also available to you through the **National Debt Helpline** on **1800 007 007** or visit **ndh.org.au**

Hardship Application Request

Use this form to request hardship assistance in relation to your Bluestone Home Loan.

- Supply as much information as possible, this will help us to find a suitable solution to support you during hardship and get you back on track as soon as possible.
- Once complete, email the form to hardship@bluestone.com.au along with any supporting documents that will assist in our assessment. We may reach out to you during our assessment to ask additional questions or request supporting documentation.
- We'll assess your application as quickly as possible. Please be patient as it can take up to 21 days for us to assess and provide you with the outcome.

1. Contact details

	Borrower 1	Borrower 2
First Name	<input type="text"/>	<input type="text"/>
Last Name	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>	<input type="text"/>
Loan ID	<input type="text"/>	<input type="text"/>

2. Reason for hardship

- Loss of employment Medical or illness Relationship Other

Please provide a short explanation of your situation

3. Income information

	Borrower 1	Borrower 2
Employment type	<input type="radio"/> Unemployed (go to section 4) <input type="radio"/> Sickness benefits <input type="radio"/> Full time <input type="radio"/> Part time <input type="radio"/> Casual <input type="radio"/> Contract <input type="radio"/> Self-employed	<input type="radio"/> Unemployed (go to section 4) <input type="radio"/> Sickness benefits <input type="radio"/> Full time <input type="radio"/> Part time <input type="radio"/> Casual <input type="radio"/> Contract <input type="radio"/> Self-employed

	Borrower 1	Borrower 2
Occupation	<input type="text"/>	<input type="text"/>
Employer	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>	<input type="text"/>
Phone	<input type="text"/>	<input type="text"/>

4. Assets

	Total Value
Real Estate	\$ <input type="text"/>
Savings	\$ <input type="text"/>
Motor vehicle	\$ <input type="text"/>
Home contents	\$ <input type="text"/>
Superannuation	\$ <input type="text"/>
Other <i>[give details below]</i>	\$ <input type="text"/>
<input type="text"/>	

5. Liabilities

	Total Value	Monthly repayments
Mortgages	\$ <input type="text"/>	\$ <input type="text"/>
Car loans	\$ <input type="text"/>	\$ <input type="text"/>
Personal loans	\$ <input type="text"/>	\$ <input type="text"/>
Line of credit	\$ <input type="text"/>	\$ <input type="text"/>
Credit cards	\$ <input type="text"/>	\$ <input type="text"/>
Rent or board	\$ <input type="text"/>	\$ <input type="text"/>
Lease/HP	\$ <input type="text"/>	\$ <input type="text"/>
Taxes	\$ <input type="text"/>	\$ <input type="text"/>
Child maintenance	\$ <input type="text"/>	\$ <input type="text"/>
Other	\$ <input type="text"/>	\$ <input type="text"/>

6. Monthly income

	Borrower 1	Borrower 2
Income after tax	\$ <input type="text"/>	\$ <input type="text"/>
Pension/Social security	\$ <input type="text"/>	\$ <input type="text"/>
Overtime	\$ <input type="text"/>	\$ <input type="text"/>
Bonus and commission	\$ <input type="text"/>	\$ <input type="text"/>
Rental income	\$ <input type="text"/>	\$ <input type="text"/>
Investment	\$ <input type="text"/>	\$ <input type="text"/>
Other	\$ <input type="text"/>	\$ <input type="text"/>

7. Monthly expenses

	Borrower 1	Borrower 2
Utilities (gas, water, etc)	\$ <input type="text"/>	\$ <input type="text"/>
Phone/internet	\$ <input type="text"/>	\$ <input type="text"/>
Transport	\$ <input type="text"/>	\$ <input type="text"/>
Insurance payments	\$ <input type="text"/>	\$ <input type="text"/>
Food/Groceries	\$ <input type="text"/>	\$ <input type="text"/>
Other	\$ <input type="text"/>	\$ <input type="text"/>

8. Acknowledgement

I/we acknowledge and agree that

- Bluestone is collecting the information in this form to assess my/our hardship application and will rely on the information provided to make an assessment.
- I/we are obliged to notify Bluestone of any change in my/our financial position and/or any change of contact details.
- I/we declare that all the information that you have provided is correct to the best ability of your knowledge.

To submit this form, please add as an attachment and email to hardship@bluestone.com.au

Privacy notice: The personal information provided to us on this application form will be used in accordance with our Privacy Policy. If you have any questions about how this information is handled or to obtain a copy of our Privacy Policy please visit the website at <https://bluestone.com.au/privacy-policy/>