

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:

- Reducing or 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 give us 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.
- If your repayments are deferred, interest will still accrue and be added to your loan, increasing your balance during this time.
- A financial hardship arrangement will appear on your credit report for 12 months as 'financial hardship information', but it won't affect your credit score. Your repayment history will show whether you meet the new terms, not the original contract.
- 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	
Last Name	
Address	
Loan ID	

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	Unemployed (go to section 4)	Unemployed (go to section 4)
	Centrelink benefits	Centrelink benefits
	Full time	Full time
	Part time	Part time
	Casual	Casual
	Contract	Contract
	Self-employed	Self-employed

	Borrower 1	Borrower 2
Occupation		
Employer		
Address		
Phone		

4. Assets

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

5. Liabilities

	Total Value	Monthly repayments
Mortgages	\$	\$
Car loans	\$	\$
Personal loans	\$	\$
Line of credit	\$	\$
Credit cards	\$	\$
Rent or board	\$	\$
Lease/HP	\$	\$
Taxes	\$	\$
Child maintenance	\$	\$

Other	\$	\$
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6. Monthly income

	Borrower 1	Borrower 2
Income after tax	\$	\$
Pension/Social security	\$	\$
Overtime	\$	\$
Bonus and commission	\$	\$
Rental income	\$	\$
Investment	\$	\$
Other	\$	\$

7. Monthly expenses

	Borrower 1	Borrower 2
Utilities (gas, water, etc)	\$	\$
Phone/internet	\$	\$
Transport	\$	\$
Insurance payments	\$	\$
Food/Groceries	\$	\$
Other	\$	\$

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