



Financial Hardship Policy

Financial Hardship Support Process

At Element, we understand that financial difficulties can arise unexpectedly. If you're experiencing financial hardship and are concerned about meeting your obligations to us, we're here to help. Our financial hardship support process is designed to help both clients and third parties by exploring suitable options for your situation.

Applying for Support If you're facing financial difficulties:

- Contact us immediately to discuss your situation using following:

Email: luke.griggs@elementuw.com

Please quote your claim or policy number when contacting us.

- We'll explore initial options that may be satisfactory for both parties.
- If we can't agree on a suitable option, we'll provide you with the financial hardship support application form.
- Complete and return the form within 21 calendar days, along with supporting documentation such as:
 - Evidence of illness or disability affecting income
 - Proof of income, expenses, assets, and liabilities
 - Relevant Centrelink statements
 - Evidence of unemployment

Once we receive your application:

- We'll review your circumstances and decide on your eligibility for support within 21 calendar days.
- If we need more information, we'll contact you and allow an additional 21 days for you to provide it.
- Our final decision will be communicated in writing within 21 days of receiving all necessary information.

Important: During the assessment period, we'll pause any ongoing recovery action against you.

Outcomes

If You Qualify for Support:

We'll work with you to arrange a suitable agreement considering your circumstances and obligations. While you can request a release from your financial obligation, this is not automatically granted.

If You Don't Qualify for Support:

We'll provide reasons for our decision in writing, along with information about our complaints process.

Complaints and Escalation

If an applicant disagrees with our decision, they may use our internal complaints and dispute process, which is available on our website.

Reassessment

If your circumstances change after our initial decision, you may reapply by submitting a new application form.

Additional Resources

National Debt Helpline:

Phone: 1800 007 007 (9:30 AM - 4:30 PM, Monday - Friday)

Website: www.ndh.org.au

This free, not-for-profit service offers financial counselling to help tackle debt problems.