

Associated General & Dealer Underwriting Agency Pty Ltd

Financial Hardship Application Form

“**Financial Hardship**” means you are having difficulty meeting your financial obligations to us. If you are experiencing Financial Hardship and owe money to an insurer or you are in financial difficulty as a result of a claim, you can apply to the insurer to see if you qualify for assistance.

PLEASE NOTE: Financial Hardship assistance cannot be provided for unpaid general insurance premiums. For more information about the Financial Hardship provisions under the General Insurance Code of Practice. Free, confidential, independent financial advice is also available to you via Financial Counselling Australia or through their counselling hotline on 1800 007 007.

If you have any questions about the process, or if you require assistance to complete this application, please contact us on +61 2 9687 4828 (between 8:30am & 5:00pm AEST time except weekends and public holidays) or email us, enquiries@agdua.com.au

Policy Number **Insured Name**

Please complete all sections.

APPLICANT (If there are more than two applicants, please complete an additional application)			
Applicant 1:	Surname	<input type="text"/>	Given Name(s)
Applicant 2:	Surname	<input type="text"/>	Given Name(s)
	Postal address	<input type="text"/>	
	State	Postcode	<input type="text"/>
	Preferred Contact Phone	Email	<input type="text"/>

We will use this email address for all written communication unless you advise us that you want to receive by post.

Do you wish to nominate a representative to handle your application on your behalf? If yes, complete the details below.

Name	<input type="text"/>
Relationship to Insured	<input type="text"/>
Preferred Contact Number	<input type="text"/>
Email Address	<input type="text"/>

Section A: Hardship Circumstances Details

Please explain the reasons / circumstances for your application and why you consider you are in urgent need of Financial Hardship assistance.

Depending on the circumstances of your request, we may ask you to provide additional information.

In assessing your request for Financial Hardship assistance, reasonable evidence of your Financial Hardship may assist us, such as, but not limited to:

- Evidence of serious illness or injury that prevents you from earning income
- Evidence of a disability, including a disability caused by mental illness
- Centrelink statements
- Evidence of your unemployment

Please explain the reason / circumstances for your application.

SECTION B: Nature of Assistance – what assistance would you like us to consider?

Extension of due date for payment? If so, what date do you propose?	
Paying in instalments. If so, what can you afford and over what period?	
Paying a reduced lump sum regarding a recovery or excess. If so, what can you afford?	
Postponing one or more instalments. If so, when can you start/re-start the payments?	
Other options (combination of above or possible waiver of the debt)	
Do you have any additional comments or offers to complete paying this debt?	
Fast-tracked assessment of a claim	
Any additional information	

Signature

Date

Privacy: Any information collected pursuant to this application will be managed under our privacy policy available at www.agdua.com.au

We may need to send this application on to the insurer to assess if we do not have the authority to review the assistance sought. If this is the case, we will advise you that this is required.

General Insurance Code of Practice: Associated General & Dealer Underwriting Agency will manage any Financial Hardship application in accordance with Part 10 of the General Insurance Code of Practice.