

Financial Hardship Policy

If you are experiencing genuine financial hardship, we will ensure that any Financial Hardship arrangements agreed with you are sufficiently flexible to take account of your individual circumstances.

Assistance from Arrow

If you would like to find out more about our financial hardship assistance policy, please contact us:
By phone: **1300 305 794** (8:30am – 6pm (AEST) Mon - Fri)

Definition of Financial Hardship

Arrow defines financial hardship as a situation where a customer is unable, reasonably, because of illness, unemployment or other reasonable cause, to discharge their financial obligations under their contract with the supplier and the customer reasonably expects to be able to discharge those obligations if payment and/or service arrangements were changed. Financial hardship can be of limited or long-term duration.

Identification of Financial Hardship

Arrow identifies financial hardship as a genuine inability to meet your financial commitments, rather than an unwillingness to do so. Financial hardship can result from a number of factors including, but not limited to:

- loss of employment by the customer or a family member;
- family breakdown or a death in the family;
- illness, including physical incapacity, hospitalisation, or mental illness of the customer or a family member;
- abuse of the service by a third party leaving the customer unable to pay the account

Financial Hardship Arrangements

If you request, we will assess your eligibility for financial hardship assistance. In order to understand your individual circumstances, we may ask you to provide supporting documentation such as

- A statutory declaration or official written communication from a person or support group that is familiar with your circumstances,
- Evidence that you consulted a recognised financial counsellor,
- A statement of your financial position.

Your assessment will be reviewed by our credit team within 7 business days.

We may not be able to make an assessment of your circumstances if you do not provide us with the requested information. We may use the information you provide as well as other information available to us. Once we received all required information, we will let you know within 7 working days whether you are eligible for assistance under our Financial Hardship Policy.

If you are eligible for financial hardship assistance we will agree with you a reasonable financial arrangement. The basic premise of any agreed financial arrangement is that repayment should be sufficient to cover expected future use of the service (as adjusted to ensure your financial position does not worsen over a reasonable period of time) as well as providing continued reduction of debt at a reasonable level.

It is in our best interest to work with the customer during any time of hardship, including reviewing options to reduce there spend inline with your current business needs, in cases placing contracts on hold. Over the years being flexible has ensured we build good will with our customers, who are very loyal once they are back on there feet.

Some of the options we may consider or recommend as apart of this process could include placing spend controls in place, restriction of service, in respect of overall or specific services or transferring services to a low-cost alternate for interim period until such time as you can continue to the original payments.

Financial arrangements will also be considered during the review process, this may result in Arrow offering temporarily postponing or deferring payments for longer than then typically offered, discounting or waiving of debts or late payment fees /cancellation fees.

Once we come to an agreement, we will put this in writing via letter or email to you. You must inform us if your circumstances change (for better or for worse) during our arrangement. We will not charge you for assessing your Financial Hardship circumstances or for administering the matter.

Should you not be satisfied with the outcome of your Financial Hardship review and wish to seek additional response you can proceed to logging a complaint via the complaints process that can be located under policies and procedures on Arrows Website.

Assistance from Financial Councillors

You may wish to consider obtaining advice on your financial situation from a community financial counsellor or from a community welfare service.

You can talk to a phone financial counsellor from anywhere in Australia by ringing 1800 007 007 (minimum opening hours are 9.30 am – 4.30 pm Monday to Friday). This number will automatically switch through to the service in the State or Territory closest to you.

Alternatively, you can find the financial counselling service nearest to you by visiting <http://www.financialcounsellingaustralia.org.au/Corporate/Find-a-Counsellor>