

Family First offers you the following Products and Services

- Everyday Savings Accounts
- Cash Management Account
- Internet and Phone Banking
- Apple and Android Apps
- PayID and the New Payments Platform
- e-Statements
- e-Saver Internet Banking Account
- Bonus Saver Account
- Christmas Club Account
- Fixed Term Deposits
- Youth Accounts 0-17 year olds
- Home Loans—Variable and Fixed
- Mortgage Offset Loans
- Personal Loans
- Car Loans
- Overdrafts
- Line of Credits
- VISA debit card for easy access to your funds
- BPay®
- Personal Cheque Account
- Periodical Payment Service
- Direct Debits /Credits / Transfers
- Direct Pay
- Bank@Post
- Greenslips (Compulsory Third Party Insurance)
- Travelex Holiday Money
- Access Prepaid Cash Passports
- BankLink for commercial accounts

To decide if a product is right for you please review the following documents available on our website:

- Target Market Determination documents for Savings accounts and Loans
- Financial Services Guide
- Account and Access Facility (containing Conditions of Use)
- Lending Products brochure
- Credit Guide brochure

Or contact the staff at one of our branches.

Administrative Office

Lithgow

1 Ordnance Avenue
Ph: 1300 369 900

Branch Locations

Lithgow

148 Main Street
Ph: (02) 6354 1615

Blackheath

28 Govetts Leap Road
Ph: (02) 6354 1610

Bathurst

75-77 William Street
Ph: (02) 6354 1611

Mudgee

The Gateway,
82 Church Street
Ph: (02) 6354 1613

Financial Hardship Assistance

Effective 1st December 2021



Family First Credit Union Limited t/a Family First Bank

ABN 39 087 650 057 | AFSL No & Australian credit licence 241068

Financial Hardship

Financial hardship is when you want to pay what you owe but are unable to do so, or anticipate being unable to do so in the near future. It may be that you can't afford to make your loan payment and fall into arrears, have a cheque bounce that you write, or have a number of direct debits being dishonoured due to having insufficient funds in your account.

We understand that there may be times throughout our life, that things don't always go exactly according to plan. It is for this reason that your financial circumstances may change unexpectedly. Perhaps you have suffered an illness, lost your job or had your income substantially reduced. The reasons are many and varied but the result is inevitably the same. Whatever the reasons, if you find that you are experiencing some difficulties in meeting your commitments, rather than ignore them, we encourage you to seek assistance as soon as possible to avoid the problem getting out of hand.

Am I eligible to apply for assistance?

All individuals and small business members of Family First experiencing financial hardship are eligible to apply for assistance. A member experiencing financial hardship is even eligible for assistance if their loan payments are up to date or in advance. Applications for hardship assistance do not have to be in writing either, it can simply be a verbal request.

If seeking assistance, what do we require you to do?

In order for Family First to assess your application for hardship, we may request you to provide some information to support your application. If so, we ask that you provide that information or documentation within agreed timeframes and the information is up to date. We also request that you maintain contact with us and promptly respond to our attempts to communicate with you. Where applicable, we ask that you be prepared to negotiate financial hardship assistance arrangements with other credit providers you may have as part of a comprehensive approach in attempting to resolve your financial difficulties.

While your application is being assessed

Whilst considering your financial hardship assistance application, we strongly encourage you to continue to make whatever payments you can. We promise that we will cease any debt enforcement or recovery actions whilst your financial hardship assistance application is being considered.

What is the timeframe for assessing your application?

We seek to deal with financial hardship applications as quickly as possible. Once we have received all the information and documentation requested, we will generally make a decision on whether to grant assistance within 21 days.

If you would like any further information on how Family First may be able to assist you, please do not hesitate to contact us on 1300 369 900.

What types of assistance can be considered?

Depending upon the individual circumstances, the following types of assistance may be considered:

- Reduced or a moratorium of repayments where the members are ahead on their loan repayments
- Reduced repayments for a specified period followed by increased "catch up" payments over an agreed upon period
- A moratorium on repayments
- Consolidating debts where a member has multiple loans with Family First.

Assistance will depend upon the circumstances that are applicable and are tailored to best suit the situation.

What is the maximum assistance we can offer?

The maximum assistance that we can offer a member experiencing financial hardship is generally limited to 12 months at any one time unless special circumstances apply. Financial hardship assistance is reviewed every 3 months after commencing.

What if my application for Hardship Assistance is refused?

We will notify you in writing of our decision not to grant assistance. We will provide an explanation as to why we have not been able to provide assistance. If you are not satisfied with our decision, you may lodge a dispute with the Australian Financial Complaints Authority (AFCA), our external dispute resolution scheme.