

# Firstmac Financial Hardship Assistance Form

## About This Form

We understand that unforeseen circumstances can affect your ability to meet your loan repayments. If you're experiencing financial difficulty, this form can be used to request hardship assistance from Firstmac. Completing this form helps us understand your situation so we can consider support options tailored to your needs and is completely optional.

If you'd prefer to speak to someone directly instead of completing this form, or need help completing the form, you can contact us at:

**Customer Support Line:** 1300 784 434

**Email:** [financialassistance@firstmac.com.au](mailto:financialassistance@firstmac.com.au)

**Website:** [www.firstmac.com.au](http://www.firstmac.com.au)

For free, independent and confidential support, you can also contact the **National Debt Helpline** on **1800 007 007** (Weekdays 9:30 am – 4:30 pm).

## How to Complete This Form

**Step 1:** Complete the form on your device or print and complete it manually

**Step 2:** Attach any supporting documents you are comfortable providing (see Section 5)

**Step 3:** Submit your form and any documents via:

- **Email:** [financialassistance@firstmac.com.au](mailto:financialassistance@firstmac.com.au)
- **Post:** GPO Box 7001  
Brisbane Qld 4001

## SECTION 1: Personal Details

Full Name

Date of Birth

Account number(s)

What accounts you require help with?

☐

Mortgage

☐

Car loan

☐

All products

Phone Number

Email Address

Preferred method of contact?

Residential Address

## SECTION 2: What's Happening?

Please tick any that apply to your current situation:

☐ Lost job / Reduced work hours or income

☐ Illness or injury (self or family member)

☐ Natural disaster (e.g. fire, flood)

☐ Divorce or separation

☐ Bereavement

☐ Business downturn

☐ Other (please explain)

Date your situation started

/ /

Do you expect your situation to be

☐ Temporary ☐ Ongoing / Long-term ☐ Unsure

### Tell us more about your situation

*(Optional: You may include details about your employment, family circumstances, or health if you feel comfortable sharing them.)*

## SECTION 3: What Support Do You Need?

**What type of support are you requesting during this period of hardship, and what repayments do you believe you can reasonably afford while your circumstances are affected?**

Examples of support Firstmac can offer:

- Reduced repayments
- Temporary payment pause
- Interest-only period
- Waiving or reducing fees
- Extension of loan term

*Your response helps us consider the most suitable options.*

## SECTION 4: Your Current Finances

(Optional — complete only what you're comfortable with)

### Income (monthly)

Employment

\$

Government benefits

\$

Other income (e.g. support payments)

\$

### Total Income

\$

### Expenses (monthly)

Rent / Mortgage

\$

Utilities & bills

\$

Loan repayments

\$

Groceries / Living costs

\$

Insurance / Medical / Other

\$

Loan repayments

\$

### Total Expenses

\$

Assets (e.g. property, savings, vehicle)

## SECTION 5: Supporting Documents

Providing supporting documents can help us understand your circumstances better and assess your request more quickly.

Please provide any documents you already have on hand that apply to your situation.

Examples include:

### A. Income Information

- Recent payslips or benefit statements
- Tax return or business records (if self-employed)

### B. Evidence of Circumstances (only provide where applicable)

- Medical certificate
- Letter from employer (e.g., redundancy, reduction in hours)
- Separation or divorce documents
- Death certificate or notice

### C. Financial Overview

- Recent bank statements (last 1–3 months)
- Loan or debt statements (if relevant)

If you're unable to provide documents now, or need more time, please explain below

## SECTION 6: Declaration

I declare the information I've provided is true and correct to the best of my knowledge. I understand this form is used to help assess my eligibility for hardship assistance.

Signature

Date

## Next Steps

Once we receive your completed form:

- We will review your application and may contact you for clarification.
- You do **not** need to send all documents at once — we may request further information if needed.
- We aim to complete our assessment within **21 days**.
- We will keep you informed throughout the process.

## Need Help?

If you have questions or need support completing this form:

- Call us on **1300 784 434**
- Visit **[www.firstmac.com.au](http://www.firstmac.com.au)**
- For free, independent financial counselling, contact the **National Debt Helpline: 1800 007 007**

### Internal Use Only

Date received

Received by

Action Taken / Notes