



MATE Financial Hardship Assistance Application

(Note: Evidence that we request from you under paragraph 15 of our Payment Assistance Policy counts as part of this application, and your application is not complete until the evidence has been provided to us.)

Part 1: Customer Details

Enter your full name below

Enter your MATE account number below. You can find your account number on your invoice (this may also be referred to as your MATE code)

Enter the tax invoice number your application relates to below

*Enter your preferred phone number below

*Enter your preferred email address below

* Unless you request otherwise, we may contact you via any of these contact points.

Do you have existing financial hardship assistance from MATE?

Yes

No

If 'yes' to the above, provide details below

Your signature

Date

Part 2: Assistance eligibility

Please complete this part of the application by ticking each box that is next to a statement that is correct. You can leave any untrue statement boxes blank.

Section 1

- 1. You are an individual person, and you mainly use your MATE service for personal or domestic purposes.
- 2. You are a not-for-profit organisation.
- 3. You are a business, and when you entered your MATE contract, you didn't have a genuine and reasonable opportunity to negotiate the terms, and your expected annual telco spend was \$40,000 or less.

Section 2

- 4. You don't sell the use of your service to anyone else.

Section 3

- 5. You owe us or will owe us, money that you can't pay.

Section 4

The reason you can't pay is because: (select at least one option)

- (a) you are ill, or you have been ill (recently)
- (b) someone in your household is ill or has been ill
- (c) you are unemployed or have been unemployed
- (d) your income is low
- (e) you don't have enough income
- (f) your access to income has reduced

- (g) you suffer, or have suffered, domestic violence
- (h) you suffer, or have suffered, family violence
- (i) there has been a death in your family
- (j) there has been a change in your personal circumstances
- (k) there has been a change in your family circumstances
- (l) there is, or has been, a natural disaster
- (m) an unexpected event or unforeseen change has reduced your income
- (n) an unexpected event or unforeseen change has increased your expenditure
- (o) there is some other reasonable cause

Section 5

You believe that you will be able to pay if we agree: (select at least one option)

- (a) to allow you more time to pay a bill
- (b) to accept a payment plan tailored to your ability to pay
- (c) to put controls on you incurring charges e.g. spend controls
- (d) to put restrictions on your service
- (e) to remove non-essential service features, without any cost penalty to you
- (f) to transfer you to a different product that better suits your circumstances
- (g) to adjust internal threshold limits so that you are not disconnected

Section 6

You wish to access one or more of the assistance options you have ticked above.

Part 3: What financial hardship assistance do you request?

Please explain below:

- what we can do to help you get your telco contract payments up to date;
(e.g. let you pay off arrears over two billing cycles)
- what you can do to get them up to date; and
(e.g. pay your overdue invoice in instalments, such as \$30 per week)
- for how long you feel you need help.
(e.g. three billing cycles)

(This is optional, but this information may speed up the application process.)

Part 4: Special instructions – sensitive circumstances

Your financial hardship situation might arise from domestic or family violence, an illness or other sensitive circumstances. Perhaps that means you can't easily take phone calls, but you can call us back if we text you. Or perhaps it's best that we email you. If there's anything that you want us to know in order to deal with your application safely and sensitively, please let us know below.

(This is optional, but this information may help us to help you more safely and sensitively.)

---END OF APPLICATION---