



Payment assistance form

IMPORTANT: Please answer all questions on this form truthfully. After you submit your application, we will contact you to acknowledge receipt and request further information if necessary.

First Name and Last Name:

Name of Authorised Rep. (if applicable):

Account number:

Email address:

What is the main reason you require financial hardship assistance?

- ☐ Unemployment
- ☐ Cost of living pressures
- ☐ Health – unexpected injury/illness
- ☐ Separation/divorce
- ☐ Death of a family member
- ☐ Other reason
- ☐ Changes in employment (reduced hours/lower income)

Which option(s) do you think may best assist you?

For further information about each assistance option below, please see our Payment Assistance Policy or call our credit team on 1300 287 699.

☐ **Option 1 – payment extension**

I just need a little more time to pay my current bill. I could make full payment by

____ / ____ / ____

Please note we do not allow payment extensions beyond the due date of your next bill. If you require a longer payment extension for your current bill, please select a payment plan.

☐ **Option 2 – alternate payment schedule**

It would help me to manage my expenses if my ongoing bills were split into smaller equal amounts each

☐ Week

☐ Fortnight.

☐ **Option 3 – make payments in advance**

I would like to make a payment of \$ _____ up front to cover future bills.

☐ **Option 4 – change my monthly bill due date**

I would like to change the due date of my monthly bill. My preferred due date is the ____ (date) each month.

☐ **Option 5 – payment plan (select this option if you have any debt)**

To pay back my current debt, in addition to my ongoing monthly plan fees I can afford to pay back a maximum of \$ _____ per ☐ week ☐ fortnight ☐ month.

During my payment plan, I understand that I'll still need to pay future invoices for my ongoing monthly plan fees by the due date.

Please note: if you have debt that you are unable to pay back in full using a payment extension (option 1), you will be required to go onto a payment plan.

Would you move to a lower, cheaper plan type?

If you are not already on the lowest plan type(s) for your service(s), moving to the lowest plan may help you financially because the ongoing monthly fees will be cheaper.

Would you be willing to move to a lower, cheaper plan if this option is available?

☐ Yes

☐ No

Additional notes

Please email this form to credit@buroserv.com.au or post to Lvl 5, 12 Help St, Chatswood, NSW 2067.

For more information on our process for financial hardship requests, please see our Payment Assistance Policy available on our important documents page of our website.

The personal information we collect from you via this form is used to assess and/or manage your request and provide you with assistance. By submitting this form to us, you confirm that you have read the Buroserv Privacy Policy available on the Policies page of the Buroserv website and consent to the collection, use and disclosure of your personal information by Buroserv for this purpose and any other purposes set out in the Buroserv Privacy Policy.