BUROSERV

Payment Assistance Policy Summary

Buroserv understands Australian customers can find themselves facing financial stress and are committed to supporting customers. Customers facing financial hardship can apply for short or long terms payment assistance free of charge.

'Financial Hardship' means you are unable to meet the financial obligations of your contract. This could be due to:

- Illness,
- Loss of employment,
- Being the victim of domestic or family violence,
- A death in the family,
- Reduced access to income,
- Natural disaster,
- Or other reasonable causes

Residential and small business customers who are experiencing difficulty paying their bills, may be entitled to special arrangements for our invoices they cannot immediately afford to pay

The goal of the payment assistance policy is to prioritise keeping customers experiencing financial hardship connected with disconnection used by the provider as a measure of last resort. Payment assistance is available to all consumers including consumers with disabilities, from cultural or linguistically diverse backgrounds or with other special needs.

Buroserv full payment assistance policy can be found here
https://buroserv.com.au/wp-content/uploads/2024/08/Buroserv-Payment-Assistance-Policy.pdf

If you are eligible within our Policy, there may be options to help you manage your financial difficulty such as:

- Payment plans;
- Payment extensions
- Service restrictions; and
- Plan change

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Information We May Require

We may require further information and documentation depending on your circumstances.

- Evidence of employment loss
- Evidence you have consulted a financial counselor
- Statutory declaration
- Medical certificate

Assessment of Application

We try to be as flexible as possible when assessing your application for payment assistance, as we understand every case and scenario is different. It is vital that you provide us with clear and truthful information. The form to apply for payment assistance can be found here

https://buroserv.com.au/wp-content/uploads/2024/08/Payment-Assistance-Form-2.pdf

The assessment process will involve the following steps:

Once the application is received, we will review and advise you if further information is required.
If you do not meet the requirements for financial assistance, we will notify you as soon as possible.
Once all the required information is received, we will assess your eligibility, if you are successful, we will notify you within 5 days of receiving your application.

We send you a summary of our offer and once approved, your payment assistance reminder will take effect.

Buroserv Contact Details

You can contact us regarding payment assistance.

- Phone: 1300 287 699 (Select the option for Credit)

The Credit team is available Monday to Friday, 8:00 am – 5:00 pm AEST/AEDT

- Email: credit@buroserv.com.au
- Head Office Postal address: Lvl 5, 12 Help St, Chatswood, NSW 2067

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If at any stage throughout the assistance process you are not happy and are unable to come to a reasonable agreement with us, you can make a complaint to the Telecommunications Industry Ombudsman (TIO) for external dispute resolution using the following contact details:

- At the TIO website www.tio.com.au
- By phone: 1800 062 058
- By email: tio@tio.com.au
- By fax: 1 800 630 614
- By post: PO Box 276, Collins Street West, VIC 8007

Making a complaint does not prevent you from agreeing to an arrangement to an arrangement with us for financial hardship assistance.