

Financial Hardship Policy

OBJECTIVE

This Policy outlines the regulatory requirements, business approach and operational processes for Prushka Fast Debt Recovery Pty Ltd (“Prushka”), Mendelsons Lawyers Pty Ltd (“Mendelsons”) and Zurich Capital & Finance Pty Ltd (“Zurich”) (“the business”) for operating its Financial Hardship Process.

The purpose of this Policy is to:

- a) Recognise debtors may experience circumstances in their lives that impact their ability to meet and/or repay their financial commitments;
- b) Assist those debtors who are suffering from genuine financial hardship;
- c) Recognise and ensure all debtors are treated with understanding, dignity and respect;
- d) Ensure the Financial Hardship process is easily accessible;
- e) Document and provide a clear and transparent understanding of the options and assistance available when debtors are experiencing financial hardship;
- f) Establish a framework to provide financial relief to debtors who require assistance;
- g) In developing this Policy, the business has adopted industry best practice for ensuring its Financial Hardship process is compliant with and meets regulatory requirements. Our focus is on ensuring all debtors are assessed fairly and equally and are provided opportunity to participate in the process for achieving a suitable outcome.

DEFINITION

Although there is no “legal” definition for financial hardship, the business considers debtors to be in financial hardship where circumstances prevent a debtor’s ability to cover day to day living expenses and/or be able to meet their financial commitments/obligations as and when they fall due.

BACKGROUND

Debtors experiencing financial hardship may self-identify, be identified by a staff member, or be identified and referred by a third party. Circumstances whereby a debtor may find themselves in financial hardship can be wide-ranging, some more common examples being;

- Medical/Mental Health issues
- Physical or intellectual disability
- Unexpected expenses
- Relationship breakdown
- Death of a family member
- Reliance on government assistance or Centrelink payments
- Unemployment, loss or substantial reduction in income
- Natural disaster such as fire, flood or storm damage

STATEMENT

The business takes pride in its dealings with debtors (and their representatives), ensuring a professional, respectful and ethical approach is always undertaken.

The purpose of this Policy is to embed an effective and efficient Financial Hardship process that is aligned with business values, core vision and objectives.

The business recognizes debtors may be in a position of Financial Hardship and have the right to be heard and be treated with dignity and respect and to not be discriminated against as a result of their situation.

Staff receive on-going training for ensuring expectations continue to be met on how to deal with such matters in a professional, compassionate and efficient manner.

The Financial Hardship process is subject to regular review, annually at a minimum.