

FINANCIAL HARDSHIP POLICY

The Glue understands that there are times when you may have difficulty paying your bills. This may be due to a variety of reasons, and we understand that this may be a short term or long term situation.

The Telecommunications Consumer Protections Code C628:2015 defines Financial Hardship as a situation where a customer is unable to discharge of their financial obligations in relation to our services but where the customer expects to be able to do so over time if payment arrangements are changed.

The Glue has a hardship policy designed to provide assistance and ongoing support to customers who are experiencing financial difficulties.

What do I need to do?

We encourage you to contact us if you experience any difficulties paying our services. Please contact us by calling 1300 088 777 if you would like to discuss any Financial Hardship matters with us. You can do so Monday to Friday 9am to 5pm.

Am I eligible?

When assessing your eligibility for Financial Hardship, we may ask you to provide certain documents such as:

- (a) A statutory declaration or official written communication from a person or support group that is familiar with your circumstances,
- (b) Evidence that you consulted a recognised financial counsellor,
- (c) A statement of your financial position

We may not be able to make an assessment of your circumstances if you do not provide us with the requested information. Once we receive all the required information, we will advise you within 7 working days whether you are eligible for assistance under our Financial Hardship Policy.

If you are eligible, we will work with you to come to an arrangement that allows you to pay your outstanding charges in a way that does not worsen your financial position. Where appropriate we will discuss means with you how to limit your spend (this may include barring some service features) during the time of our arrangement and thereafter.

Once we come to an agreement, we will put this in writing via letter or email to you. You must inform us if your circumstances change during our arrangement.

We will not charge you for assessing your Financial Hardship circumstances or for administering the matter.

Finding a Financial Counsellor

You can talk to a phone financial counsellor from anywhere in Australia by ringing 1800 007 007 (minimum opening hours are 930am – 430pm Monday to Friday). This number will automatically switch through to the service in the State or Territory closest to you.

Alternatively, you can find the financial counselling service nearest to you by visiting <http://www.financialcounsellingaustralia.org.au/Corporate/Find-a-Counsellor>



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