

# ANZ CUSTOMER CONNECT APPLICATION FOR HARDSHIP ASSISTANCE



You can send us your completed application form by:



Email

Credit Cards, Personal Loans and Overdraft facilities: customerconnect@anz.com  
ANZ Asset Finance: eccc@anz.com

Small Business: commcusconnect@anz.com  
Home Loans: cucomort@anz.com



Mail

Locked Bag 10,  
Collins Street West  
Melbourne VIC 8007

Date

## SECTION 1: PERSONAL DETAILS

### Customer 1

Full name

Date of birth

Preferred contact number

Preferred contact email

Marital Status

No. of dependants

## SECTION 1B: PERSONAL DETAILS

### Customer 2

Full name

Date of birth

Preferred contact number

Preferred contact email

Marital Status

No. of dependants

Is the account you're requiring assistance on in joint names?  
If so please complete section 1B.

### Employment Status

- |                                    |  |   |                                    |
|------------------------------------|--|---|------------------------------------|
| <input type="checkbox"/> Contract  | <input type="checkbox"/> Full time     | <input type="checkbox"/> Part time                  | <input type="checkbox"/> Casual    |
| <input type="checkbox"/> Pensioner | <input type="checkbox"/> Self employed | <input type="checkbox"/> Unemployed                 | <input type="checkbox"/> Temporary |
| <input type="checkbox"/> Studying  | <input type="checkbox"/> Seasonal      | <input type="checkbox"/> Stood down without payment |                                    |

### Employment Industry

- |  |  |  |                                       |
|--|--|--|---------------------------------------|
| <input type="checkbox"/> Accommodation                     | <input type="checkbox"/> Administrative and support services     | <input type="checkbox"/> Agriculture, forestry and fishing               | <input type="checkbox"/> Construction |
| <input type="checkbox"/> Arts and recreation services      | <input type="checkbox"/> Education and training                  | <input type="checkbox"/> Electricity, gas, water and waste services      |                                       |
| <input type="checkbox"/> Food services                     | <input type="checkbox"/> Health care and social assistance       | <input type="checkbox"/> Information, media and telecommunications       |                                       |
| <input type="checkbox"/> Manufacturing                     | <input type="checkbox"/> Mining                                  | <input type="checkbox"/> Professional, scientific and technical services |                                       |
| <input type="checkbox"/> Public administration and safety  | <input type="checkbox"/> Rental, hiring and real estate services | <input type="checkbox"/> Retail trade                                    |                                       |
| <input type="checkbox"/> Transport, postal and warehousing | <input type="checkbox"/> Wholesale trade                         | <input type="checkbox"/> Other services                                  |                                       |

## SECTION 2: REASON FOR APPLYING FOR FINANCIAL ASSISTANCE

Main reason for seeking financial assistance

- |   |   |  |  |
|---|---|--|--|
| <input type="checkbox"/> Unemployment               | <input type="checkbox"/> Medical Illness      | <input type="checkbox"/> Reduced Income    | <input type="checkbox"/> Over-Commitment   |
| <input type="checkbox"/> Parental Leave             | <input type="checkbox"/> Separation/Divorce   | <input type="checkbox"/> Death/Bereavement | <input type="checkbox"/> Domestic Violence |
| <input type="checkbox"/> Unexpected/One-off expense | <input type="checkbox"/> Permanent Disability | <input type="checkbox"/> Covid-19          | <input type="checkbox"/> Natural Disaster  |
| <input type="checkbox"/> Other                      |   |  |  |

When did your financial circumstances change?

- |   |   |  |  |
|---|---|--|--|
| <input type="checkbox"/> Less than 3 months ago | <input type="checkbox"/> Between 3 and 6 months | <input type="checkbox"/> Between 6 and 12 months | <input type="checkbox"/> More than 12 months ago |
|---|---|--|--|

When do you think you will be able to resume your full regular repayments?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Up to 3 months | <input type="checkbox"/> Between 3-12 months | <input type="checkbox"/> Permanent financial difficulty,<br>unlikely to afford full repayments again |
|---|--|--|

Please let us know briefly about your situation and reasons for seeking financial assistance

### SECTION 3. ANZ ACCOUNT DETAILS

Enter an ANZ account number or your customer registration number available to you

Select the accounts you may need assistance for

- Home Loan(s)     
  Personal Loan     
  Consumer Credit Card     
  Consumer Overdraft  
 Business Overdraft     
  Small Business Loan     
  ANZ Asset Finance     
  Business Credit Card

For the account/s you have selected above, can you maintain your current minimum contractual repayments?

Yes  No

For the account/s you have selected above can you maintain a partial repayment?

Yes  No

### SECTION 4: OTHER FINANCIAL INSTITUTIONS

Do you have any loans or credit cards with other lenders?  Yes  No

If you answered yes, please list them below

	Name of credit providers	Sole or joint names?	Credit limit	Current account balance	Minimum repayment
Mortgage			\$	\$	\$
Mortgage			\$	\$	\$
Personal loans			\$	\$	\$
Personal Loan			\$	\$	\$
Personal Loan			\$	\$	\$
Personal Loan			\$	\$	\$
Car loans			\$	\$	\$
Car loans			\$	\$	\$
Credit card			\$	\$	\$
Credit card			\$	\$	\$
Credit card			\$	\$	\$
Credit Card			\$	\$	\$
Credit Card			\$	\$	\$
Credit Card			\$	\$	\$
Business Overdraft			\$	\$	\$
Business Overdraft			\$	\$	\$
Investment mortgage			\$	\$	\$
Investment mortgage			\$	\$	\$
Other mortgages			\$	\$	\$
Other mortgages			\$	\$	\$
Personal Overdraft			\$	\$	\$
Personal Overdraft			\$	\$	\$
Business Overdraft			\$	\$	\$
Business Loan			\$	\$	\$
Business loan			\$	\$	\$
BNPL facilities*			\$	\$	\$
BNPL facilities*			\$	\$	\$
BNPL facilities*			\$	\$	\$
BNPL facilities*			\$	\$	\$
Other			\$	\$	\$
Other			\$	\$	\$
Other			\$	\$	\$
Other			\$	\$	\$

\*For eg: Zip pay

Total balance owed \$

## SECTION 5. YOUR INCOME

Please insert the monthly amount for each expense.

Customer 1	Amount	Customer 2	Amount
Income after tax including salary/self-employed income, Bonus, Overtime, Dividends/ Interest Income	\$	Income after tax including salary/self-employed income, Bonus, Overtime, Dividends/ Interest Income	\$
Centrelink income	\$	Centrelink income	\$
Other income	\$	Other income	\$
Residential or Commercial Rental Income	\$	Residential or Commercial Rental Income	\$
		<b>Monthly Total income</b>	\$

## SECTION 6: YOUR EXPENSES

Please insert the monthly amount for each expense.

	Amount
Rent	\$
Utilities (Water, gas, electricity bills for your home)	\$
Groceries (Supermarket shop – including food, cleaning products and toiletries, fresh food from butchers, markets and greengrocers).	\$
Public transport and vehicle expenses (Public transport tickets, registration, vehicle insurance, servicing, petrol, parking fees, road tolls)	\$
TV and communications (Mobile phone, landline, internet, pay TV and streaming subscriptions)	\$
Health (Health insurance, fitness, dental, optical, pharmaceuticals, physiotherapy, chiropractic fees, doctor visits, ongoing hospital fees)	\$
Personal insurance (Life and income replacement insurance)	\$
Lifestyle (Entertainment, hobbies and recreation – e.g. eating out, takeaways, alcohol, tobacco, pets, movies, electronics, books, sport/camping equipment, holidays and travel).	\$
Household (Rates, home and content insurance, repairs and maintenance, furniture and appliances, gardener, housekeeping, cleaning services)	\$
Personal (Clothing and shoes, haircuts, cosmetics, personal care for yourself and your dependents)	\$
Property Investment (Rates, water, building insurance, landlord insurance, state revenue/land tax, repairs and maintenance, appliances, gardener, housekeeping, cleaning services, agent letting costs)	\$
Professional cost and service (Financial management/legal costs – e.g. accountant, financial planning and solicitors, union fees and professional association membership/costs).	\$
Private education (Tuition fees, uniforms, books, excursions and camps for independent schools).	\$
Childcare and public education (Childcare and preschool costs; public primary, secondary and tertiary education costs e.g. tuition, fees, uniforms, books, excursions and camps as well as tertiary education costs including textbooks).	\$
Child spousal maintenance (Regular child/spousal maintenance payments)	\$
Other (Any other regular expenses e.g. Superannuation voluntary contribution, voluntary HECS payments, gifts and donations, Land Tax, Body Corporate fees)	\$
<b>Monthly Total living expenses</b>	\$

## SECTION 8: YOUR ASSETS

	Assets	Value
House property	Address:	\$
Other assets	Details:	\$
		\$
		\$
		\$
(Superannuation, car, rental property etc)	<b>Total assets</b>	\$

## SECTION 9. CUSTOMER DECLARATION

Please tick the following box to confirm that the information completed above is true and correct.