

Sometimes we can find ourselves financially stretched due to unexpected events. Financial hardship can be overwhelming but if you find yourself in a situation where you think you will be unable to keep up with your loan repayments you may be able to apply for assistance.

Bluestone is committed to acting in the best interests of its customers and making informed decisions based on their individual circumstances. Below is some information on Financial Hardship & Bluestone's policy processes for applying.

## Am I in financial hardship?

Financial hardship is the result of an unforeseen event in your life that has affected your income or ability to earn

Common situations can include:

- Being out of work
- Being ill or experiencing injury
- Having a reduction of income
- Having a relationship breakdown
- Being affected by a natural disaster

## Can I make a hardship application?

Under the Credit Contracts and Consumer Finance Act you can make an application at any time unless you have:

- Been in default for two months
- Been in default for two weeks or more after receiving a repossession warning notice or Property Law Act notice
- Have failed to make four or more consecutive debt repayments on their due dates.

## Hardship application

Should you meet the eligibility requirements to apply, a written request for hardship must be made to Bluestone. To ensure you provide as much relevant information as possible and to help make it easier for you we have created a form that you can complete and email to [hardship@bluestone.net.nz](mailto:hardship@bluestone.net.nz). This can be found in the resources section on our website or you can call us on 0800 668 333 to request one be sent to you, alternatively you can write to us to request hardship assistance using the address below.

## How long am I able to receive assistance?

Hardship may be given for a short, medium or long period of time depending on your circumstances. Let us know how long you think you will need the assistance for and why and your request will be reviewed by our experienced hardship team.

## Types of assistance available

Hardship assistance is determined on a case by case basis, these could include requests for payment extensions, reduced payments or other types of assistance.

## What happens if my application is denied?

We will write to you to advise you of the decline. If you're not satisfied with the support or decision we have provided, you have the right to lodge a complaint with us and with other parties. Financial Services Complaints Limited is an independent complaints scheme that is available to you free of charge. You can also ask the Court or Disputes Tribunal to change the terms of the contract in the way requested in your hardship application.

## Third party nomination

You may want to contact us directly or appoint a third party nominated representative or advocate, such as a financial counsellor.

Please complete the relevant section on the Hardship form under 'Authorised Third Party Representative' if you wish to nominate a representative to act on your behalf. Will collections and recovery action continue?

When an application for hardship is received, all collection and legal activities will be suspended. If your request for financial assistance is approved and the terms of your assistance are maintained, further recovery action will be suspended.

## Credit ratings

Hardship assistance is not likely to impact your credit rating.