

# Injury and illness – How we can help

## About this document



This document is written in an easy to read way.

We call it **Easy Read**.



You might not know some words.

The first time we use those words they are **blue**.

We tell you what they mean.



Words in blue are also in a [Word List](#).

You can check what they mean there.

## How we can help



If you are sick or injured you might experience **financial difficulty**.

Financial difficulty is when you do not have enough money to pay your bills.



If you need help call our Financial Support Team on **133464**.



### Reduce your loan repayments

If you have a **loan** we can make your payments less for a short amount of time if you meet **criteria**.

A loan is when you borrow money from us.

Criteria are a standard that needs to be met to be approved for something.





If you change the terms of your loan it may cause:

- An increase to loan payments
- Your loan time to become longer
- An increase to the **interest rate** you pay on your loan.



The interest rate is how much the bank charges to lend you money.



We will tell you what will happen to your loan once your application has been approved.



We must tell a **credit reporting body** that you are experiencing financial difficulty.

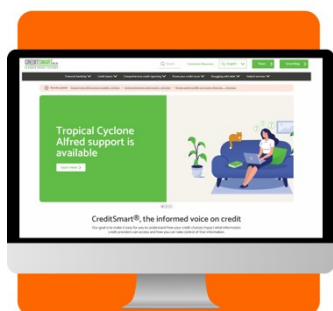


Credit is a way for businesses working in finance to know how much money they can loan you.



A credit reporting body is an organisation has all credit information.

The organisation shares your credit history with banks.



[Credit Smart website](https://www.credit.com.au) has more information on credit reporting.



### Pausing loan repayments

If you have a loan we can stop your payments for a short time.



### Reducing your interest rate

We might be able to reduce your interest rate.

This means you will pay less interest over the whole loan term.



### **Interest is extra money**

If you borrow money you have to pay the bank extra money. You must pay interest on:

- A credit card
- A loan.

Interest in a savings account is what the bank pays you for keeping money in your account.



### **Paying interest only**

If you have a loan we can make your payments interest only for a short time if you meet our criteria.

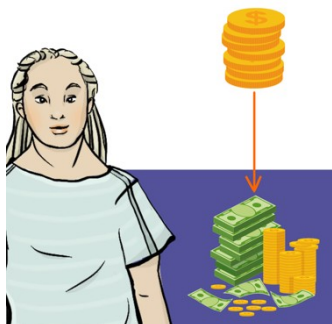


This can make your repayments less for now.

They will go up again later.

**This may mean you will pay more interest.**

**Interest rates are higher on interest only loans.**





### Waiving early withdrawal fees

If you have a **term deposit** we can let you take it early without charging you fees.

**Waiving** means you will not have to pay fees.

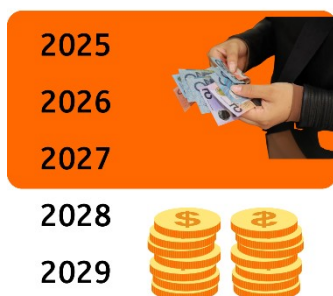


You will need to tell us 31 days before taking the money out of your account.

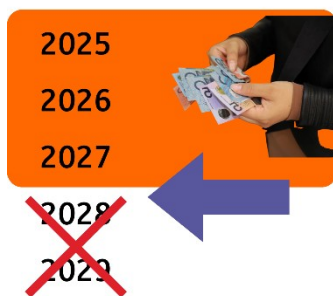
You will not need to give us 31 days if you are experiencing financial difficulty.



Your Interest rate will decrease depending on how long the money was in the account before you closed it.



A term deposit is when you agree to leave money in your account for an agreed time. You may earn higher interest for it.



**Early withdrawal** means that you will take the money earlier than agreed to.



### **Making a long-term arrangement**

If you need help paying your credit card or personal loan we might be able to help.

We can help by changing your loan until it is paid off.

You need to meet our criteria to change your loan.



There are **terms and conditions** for all of these.

Terms and conditions are like rules. You will need to agree to the rules.



If you need help call our Financial Support Team on **133464**.

Or visit our [website](#).

## Other support

### Mental health



[Beyond Blue](#) gives free and private mental health support **24/7**.



24/7 is 24 hours a day and 7 days a week.

You can chat with them any time or day.



### Finances and debt

[National Debt Helpline](#) is a free service offering independent and confidential financial counselling.

## Word List



### **24/7**

24/7 is 24 hours a day and 7 days a week.

You can chat with them any time or day.



### **Credit**

Credit is a way for businesses working in finance to know how much money they can loan you.



### **Credit reporting body**

A credit reporting body is an organisation has all credit information.



### **Criteria**

Criteria is a standard that needs to be met to be approved for something.



### Financial difficulty

Financial difficulty is when you do not have enough money to pay your bills.



### Interest on borrowed money

If you borrow money you have to pay the bank extra money. You must pay interest on:

- A credit card
- A loan.



### Interest on a saving account

Interest in a savings account is what the bank pays you for keeping money in your account.



### Interest rate

The interest rate is how much money the bank charges to lend you money.



### Loan

A loan is when you borrow money from us.



### Term Deposit

A term deposit is when you agree to leave money in your account for an agreed time. You will be paid higher interest for it.



### Terms and conditions

Terms and conditions are like rules. You will need to agree to the rules.



### Waiving fees

Waiving means you will not have to pay fees.

Easy Read images by [Inga Kramer](#) (illustrations), [The Easy Read Toolbox](#) or through Creative Commons. Easy Read written by Jacqueline Gibb.