

Application for financial hardship relief



About this guide

This is your guide to claiming financial hardship relief. It explains what you need to do — and when — and the supporting documents required to help us assess your claim.

Please return to:

ING
Hardship Team
GPO Box 4094
Sydney, NSW, 2001

OR scan and email to:

collections.hardship@ing.com.au

Need help?

You can reach our Hardship Team on 1300 349 166 (8.45am–5pm Monday–Friday).

What to do

1. Complete and sign the Statement of Financial Position (all customers)
2. Compile the relevant documentation to support your application (for examples see below)
3. Send in the above within 21 days of having advised us that you need help

What happens next

Once we receive your paperwork, we'll be in touch should any questions crop up. We'll write to you with an outcome as soon as our assessment is complete.

Supporting documents (copies rather than originals please)

Illness	Medical certificate or workers compensation certificate supporting sickness/illness/injury, time off work and anticipated date of return to work
Maternity leave	Medical certificate confirming pregnancy and due date, and a letter from employer confirming pregnancy and length of unpaid maternity leave
Income reduction (employed)	Letter from employer confirming income reduction or payslips
Income reduction (self employed)	Documentation (preferably from an accountant) confirming income reduction and the date earnings expected to get back to 'normal'
Unemployed or redundancy	Documentation confirming unemployment, such as separation certificate and/or Centrelink benefits confirmation
Deceased borrower	The Death Certificate and Will
Workers' compensation	Documentation from employer confirming payments and anticipated return-to-work date, plus documentation from solicitor outlining the case/claim and its current status
Relationship breakdown	Documentation confirming nature of relationship split and, where available or applicable, evidence from the Family Court and/or solicitors
Business failure	Documentation confirming receivership, administration or closure of business

Appointment of an Authorised Agent

You can appoint an Authorised Agent to deal with ING on your behalf by completing the "Appointment of Authorised Agent" form. This form is located on ing.com.au or call us on **1300 349 166** for assistance.

Statement of financial position



Step 1: Personal information

Customer 1

First name

Surname

Client number or Account number(s)

Residential address

Unit number

Street number

Street name

Suburb

State

Postcode

Mailing address (if different to residential address)

Unit number

Street number

Street name

Suburb

State

Postcode

Contact details

Phone number - Home

Mobile number

Email address

Number of dependant(s) & age(s):

Customer 2 (if applicable)

First name

Surname

Client number or Account number(s)

Residential address

Unit number

Street number

Street name

Suburb

State

Postcode

Mailing address (if different to residential address)

Unit number

Street number

Street name

Suburb

State

Postcode

Contact details

Phone number - Home

Mobile number

Email address

Number of dependant(s) & age(s):

Step 2: Your income details

Customer 1

Employment details

Current employer name

Monthly income* (\$)

Base income
(incl. salary paid to you by your own company)

Regular overtime

Second job income

OR if no longer employed

Previous income

Other income

Centrelink or other Pension e.g. disability
Please specify type of Pension

Family tax benefits (Part A+B)

Child maintenance

Investment income

Existing rental income

Proposed rental income

Other income (e.g. commission/bonus)

TOTAL INCOME

Customer 2 (if applicable)

Employment details

Current employer name

Monthly income* (\$)

Base income
(incl. salary paid to you by your own company)

Regular overtime

Second job income

OR if no longer employed

Previous income

Other income

Centrelink or other Pension e.g. disability
Please specify type of Pension

Family tax benefits (Part A+B)

Child maintenance

Investment income

Existing rental income

Proposed rental income

Other income (e.g. commission/bonus)

TOTAL INCOME

* How to convert to monthly amounts. Weekly - multiply by 52 then divide by 12. Fortnightly - multiply by 26 then divide by 12. Yearly - divide by 12.

Step 3: Assets and monthly expenses

Your assets

	Suburb	Postcode	Value (\$)	Monthly investment income* (\$)
Existing property (home)	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Investment property 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Investment property 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Year	Make	Model	
Motor vehicle 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Motor vehicle 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other assets e.g. furniture, personal effects, collectables, boat, etc.	<input type="text"/>			<input type="text"/>
Savings with (name of institution):	<input type="text"/>			<input type="text"/>
	<input type="text"/>			<input type="text"/>
Investments:	Superannuation	<input type="text"/>		<input type="text"/>
	Shares	<input type="text"/>		<input type="text"/>
TOTAL ASSETS	<input type="text"/>			<input type="text"/>

*How to convert to monthly amounts: weekly income - multiply by 52 then divide by 12. Fortnightly income - multiply by 26 then divide by 12. Yearly income - divide by 12.

Step 4: Your liabilities and monthly expenses

Loan Repayments and Credit Cards

Please list your liabilities and monthly expenses.

	Financier	Amount owing (\$)	Facility limit/redraw (\$)	Monthly amount* (\$)
Home loan repayment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other home loan	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other home loan	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Car loan/lease repayment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Personal loan repayment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Credit card	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Credit card	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total loan repayments and credit cards		<input type="text"/>	<input type="text"/>	<input type="text"/>

Living expenses

	Monthly amount*(\$)		Monthly amount*(\$)
Food and groceries	<input type="text"/>	Phone(s), internet and pay TV	<input type="text"/>
Rent (if not living in security property)	<input type="text"/>	Car registration and insurance	<input type="text"/>
Rates and body corporate	<input type="text"/>	Other insurance (e.g house and contents, health or life insurance)	<input type="text"/>
Electricity, gas and water	<input type="text"/>	Petrol and parking	<input type="text"/>
Child maintenance	<input type="text"/>	Public transport costs	<input type="text"/>
Child care	<input type="text"/>	Family and personal (incl. grooming and entertainment)	<input type="text"/>
School fees	<input type="text"/>	Pets	<input type="text"/>
Medical expenses	<input type="text"/>	Total living expenses	<input type="text"/>

* How to convert to monthly amounts: weekly – multiply by 52 then divide by 12. Fortnightly – multiply by 26 then divide by 12. Yearly – divide by 12.

Step 5: Further details

1. Reason for assistance: Please outline the reason(s) for your request for assistance.

2. Repayment proposal: Please outline the repayment proposal that you would like us to consider. (e.g. deferral of repayments, capitalisation of arrears etc.)

3. Existing arrangement(s): Do you have any arrangements in place with other Credit Providers?
If yes, please outline your arrangements below.

Type of Account (e.g. Home Loan)	Financier	Arrangement Amount (\$)	Period of Arrangement (months)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. Resumption of regular payments: Please explain how and when you expect to resume your regular repayment(s).

Step 6: Declarations (mandatory)

By signing below, I/We declare that:

a) all information is true and correct as at the date of this application and ING will rely on the information provided; and

Signature Customer 1	Signature Customer 2 (if applicable)
<input type="text"/>	<input type="text"/>
Date (DD/MM/YY)	Date (DD/MM/YY)
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

Please ensure that all Customers have signed the Statement of Financial position (electronic signatures are not acceptable) and you have attached all required supporting documentation (refer to the cover page for details).

Privacy Statement: ING collects the personal information – including the sensitive information – set out in this Statement of Financial Position and any subsequent dealings with you for the purposes of assessing your application for hardship relief. If the information is not complete or accurate this may affect ING’s ability to assist you. By submitting this statement of Financial Position, you agree that ING may exchange information with credit reporting bodies, other lenders, loan mortgage insurers (if applicable to the loan) and any guarantors and any authorised agent appointed in order to assess and/or administer your claim. Our Privacy Policy contains information about how you can access your personal information that we hold and seek the correction of that information; and how you may complain about a breach of the Australian Privacy Principles, Part IIIA of the Privacy Act, or the Credit Reporting Privacy Code, and how we will deal with such a complaint.

Note: if you have given any information about another person please tell them that you have provided their details to ING. For joint applicants, ING assumes that all applicants have made the hardship relief application together and are aware of the application being made. If this is not the case, please call our Hardship Specialists on 1300 349 166 Monday to Friday 8.45am to 5.00pm (EST) or email us at collections.hardship@ing.com.au.