

Financial hardship application

If you're finding it hard to pay your FlixLink bill, we can help. Applying is free. Fill in what you can, then email this form to info@flixlink.com.au. You can also tell us the same details by phone on (02) 9071 2900, by email, or through the message form on our website.

You don't need to send payslips, bank statements, medical certificates or proof of domestic, family or sexual violence. Our Financial Hardship Policy explains how we'll help: flixlink.com.au/hardship.

A About you

Account holder's name (required)

Your FlixLink mobile number, nbn® service address or order reference (required, any one)

Phone number at least one

Email address of phone or email

How and when would you like us to contact you? (optional)

Is it safe for us to leave a message? (optional)

☐ Yes ☐ No

B The help you need

What help would you like? Tick any (required)

- | | | |
|---|--|---|
| ☐ More time to pay | ☐ A payment plan | ☐ A cheaper plan |
| ☐ Other help | ☐ Not sure, please talk to me | |

How long do you think you'll need help? (required)

☐ Up to 3 months ☐ More than 3 months ☐ Not sure

What could you afford to pay, and how often? (optional)

What's making it hard to pay? Tick any. You don't need to give details (optional)

- | | |
|--|--|
| ☐ Illness | ☐ Job loss or less work |
| ☐ Low income | ☐ Domestic, family or sexual violence |
| ☐ A death in the family | ☐ A change in circumstances |
| ☐ A natural disaster | ☐ An unexpected expense |
| ☐ Something else | ☐ Prefer not to say |

C Support

Do you need an interpreter, or any help because of a disability or other needs? (optional)

Is someone applying for you or helping you, such as a financial counsellor? (optional)

Their name

Organisation (if any)

Phone or email

- ☐ I want this person to deal with FlixLink for me about this application.

D Declaration (required)

- ☐ I'm having trouble paying what I owe FlixLink, and I believe I could pay with the help I've asked for or other help we agree on. The information on this form is true to the best of my knowledge.

Name (type your name, or sign here if printed)

Date

DD/MM/YYYY

What happens next: we assess your application within 5 business days of receiving your complete application, and tell you the outcome within 2 business days after that. While we consider your application, we won't take any action to collect what you owe.

Need support now? The National Debt Helpline offers free financial counselling on 1800 007 007 (ndh.org.au).