

RemServ Finance Hardship Assistance Application Form

RemServ Finance is the trading name of Onboard Finance Pty Ltd, ABN 18 645 542 776, Australian Credit Licence no. 532668

GPO Box 424, Brisbane, Queensland 4001
Tel: 1300 166 105 remservfinance.com.au

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Personal information

Please fill out all of the details below:

Salutation Mr Mrs Ms Miss Other

Full name

Date of birth Contact number

Email

Drivers Licence Number Licence Expiry

Marital status Married De facto Single Dependents

Home address

Suburb Postcode State

Residential status Own Buying Renting Boarding

Time at address Years Months

Previous address

Suburb Postcode State

2

Employment details

Current employer details:

Company

Position

Payroll Number/ID Length of Employment Years: Months:

Employment Status Full Time Part Time Casual/Temp Contract

Working hours per week

Payroll frequency Weekly Fortnightly Monthly

Next pay date

Contact Name Contact number

Gross annual income \$

4 Financial position – Optional

Monthly income (net)	
Your work income	\$
Partner's work income	\$
Family allowance	\$
Rental income	\$
Centrelink (before any deductions)	\$
Other income (from investments, etc.)	\$

***Note:** You may have existing insurance cover which could help you through this period. Some common helpful insurances are:

- income protection insurance
- lease protection insurance
- redundancy cover
- involuntary unemployment cover
- insurances provided in your superannuation

Check your policies and **speak** with your insurer.

Monthly expenses	
Rent (if applicable)	\$
Strata payments / land tax	\$
Phone bill	\$
Vehicle running costs	\$
Utilities bills (electricity, water, gas, etc.)	\$
Insurances* (car, health, income protection, etc.)	\$
Education costs (school fees, childcare, university fees)	\$
Recreational expenses (streaming services, entertainment, etc.)	\$
Food expenses (groceries, takeaway, restaurants)	\$
Other (medical, restitution payments, etc.)	\$

Assets	
Home value	\$
Investment property	\$
Motor vehicles	\$
Bank balance	\$
Superannuation	\$
Home contents	\$
Other assets	\$

Liabilities	Balance	Limit/monthly
Home mortgage	\$	\$
Other mortgages	\$	\$
Motor vehicle loans	\$	\$
Personal loans	\$	\$
Other loans	\$	\$
Credit card 1 (even if Nil balance)	\$	\$
Credit card 2 (even if Nil balance)	\$	\$

5 Supporting documentation – Optional

Income Information that may be requested to assess your hardship application:

1.	Your two most recent payslips
2.	Your two most recent bank statements
3.	Rental income receipts or statements
4.	Centrelink income statement
5.	Other income receipts or statements
6.	Any other documents that support your application for hardship.

Note: We may request more documents to help us assess your hardship application. If we need more documents, we will ask you to provide it within 21 days of this application.

6 Privacy Statement

RemServ Finance's personal information collection notice

Onboard Finance Pty Ltd ABN 18 645 542 776, Australian Credit Licence 532668 collects your personal information directly from you. If a representative is acting on your behalf, we have collected your information from your representative (who has agreed to show you this privacy statement).

We collect your information to assess your application for hardship under the National Credit Code (Schedule 1 to the *National Consumer Credit Protection Act 2009* (Cth)). If you don't provide all or some of the information requested, we may be unable to assess your hardship application and your application may be refused.

We are part of the McMillan Shakespeare (MMS) Group and we may disclose your information (such as your contact details and account information) to other entities in the MMS Group. We may also disclose your personal information to another person or organisation as set out in section 5 of our Privacy Policy.

If you would like more information about how we manage your personal information, including how to access and seek correction of the personal information we hold about you, or to raise a complaint, please see our Privacy Policy <https://remservfinance.com.au/privacy-policy>.

7 Declaration, consents and authority

By signing our hardship application form, I acknowledge and agree that:

<input type="checkbox"/>	All of the information I have provided in this form and my supporting documentation is accurate, up-to-date and correct.
<input type="checkbox"/>	I understand that my application may be refused if any of the information or supporting documentation that I have provided is knowingly incorrect.
<input type="checkbox"/>	I have checked any relevant insurance policies in my name to confirm whether any policy or cover under that policy may assist with my current situation.
<input type="checkbox"/>	I provide my consent to RemServ Finance contacting my employer named in this form to verify any of the information I have provided for my hardship application. I confirm that I have told my employer that I have provided their details to RemServ Finance to be contacted for the purposes of this application.
<input type="checkbox"/>	If I am the RemServ Finance customer applying for hardship, and I have provided any "sensitive information" in this form (i.e. health, medical, religious, associations or affiliations, sexual orientation etc), I give RemServ Finance my consent to collect and use this information.
<input type="checkbox"/>	If I am a representative completing this application on behalf of an RemServ Finance customer: <ul style="list-style-type: none"> • I have provided RemServ Finance with my authority to act on the customer's behalf; • I have provided the customer with RemServ Finance's Privacy Statement (under section 6) of this form; and • I have not provided any "sensitive information" without the customer first providing a separate consent to RemServ Finance collecting that sensitive information (e.g. in a letter attached to this form).
Signed:	Date:
Applicant name:	

By completing this form, I understand RemServ Finance will collect my personal information and that I can read more about how RemServ Finance handles my personal information by reading RemServ Finance's Privacy Statement at <https://remservfinance.com.au/privacy-policy>.

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Onboard Finance PTY LTD | ABN 18645542776
GPO Box 424, Brisbane, Queensland 4001
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