



ABS BUILDING SOCIETY LIMITED

ABN: 84 087 651 938 | AFS: 247389



Financial Difficulties

Helping Members Find Solutions

We aim to help our members find solutions to issues they face including financial difficulties. Communication is key to helping you find the right solution. Here's how we will work with you if you need assistance:

- We will respond promptly to any request or application for assistance you make to us.
- To help us help you, you will need to provide us with any financial information and documents we need to assess your situation.
- We always encourage you to keep making whatever payments you can while we are considering your request for assistance.
- We want to help you with short-term and longer term solutions for you.
- We will not list any default on your credit reference file while we are considering your application or request for assistance.
- We will not sell any debt to another company while we are still considering the application or request.
- We will explore other options or avenues that may be available to you if we are unable to agree to your application or request.
- If we agree on a plan to assist you, we will summarise this in a letter to you.
- If we are unable to assist you, we will advise you promptly in writing, and
- We may refer you to a financial counsellor in appropriate cases (subject to availability).

Communication is key – it's important to stay in touch and talk things through.

So please call us any time on 02 6772 5522 to discuss how we can work toward the solutions you need.