

Financial Hardship Guidelines

IQumulate is committed to helping customers facing financial hardship maintain their insurance premiums. IQumulate recognises that there are situations that arise that can impact the ability of customers to maintain their financial commitment. These situations may include unemployment, sudden illness, a death of a family member or natural disaster such as fire, flood or drought.

IQumulate has an established set of principles that support customers in the event they experience financial hardship throughout the course of their loan commitment. IQumulate are committed to ensuring the necessary assistance is provided during such a period.

Together with you and your broker we will review:

- How your financial situation has changed
- Your current funding arrangement and related cover
- What measures we can put in place to assist with your loan repayments.

IQumulate will work with you to establish a suitable repayment plan and where required, may also apply some of the following outcomes:

- Reduce repayments for a period
- Extend a loan term within the insurance policy period
- Restructure a debt

Depending on your circumstances, IQumulate may request additional documentation to support the financial hardship application.

IQumulate will not disclose a financial hardship request with an outside third party except from an authorised broker representative.

If you are experiencing financial hardship and are having trouble making your loan repayments, please contact our Collections Team on collections@iqumulate.com or alternatively via phone 0800 000 246 (option 2).

Assistance is also available by calling FinCap on 0800 345 123. This is a non-government organisation which supports financial mentoring services.