

ANZ CUSTOMER CONNECT APPLICATION FOR HARDSHIP ASSISTANCE



You can send us your completed application form by:



Email

Credit Cards, Personal Loans and Overdraft facilities: customerconnect@anz.com
ANZ Asset Finance: eccc@anz.com

Small Business: commcusconnect@anz.com
Home Loans: cucomort@anz.com



Mail

Locked Bag 10,
Collins Street West
Melbourne VIC 8007

Date

SECTION 1: PERSONAL DETAILS

Customer 1

Full name

Date of birth

Preferred contact number

Preferred contact email

Marital Status

No. of dependants

SECTION 1B: PERSONAL DETAILS

Customer 2

Full name

Date of birth

Preferred contact number

Preferred contact email

Marital Status

No. of dependants

Is the account you're requiring assistance on in joint names?
If so please complete section 1B.

Employment Status

- Contract
 Pensioner
 Studying

- Full time
 Self employed
 Seasonal

- Part time
 Unemployed
 Stood down without payment

- Casual
 Temporary

Employment Industry

- Accommodation
 Arts and recreation services
 Food services
 Manufacturing
 Public administration and safety
 Transport, postal and warehousing

- Administrative and support services
 Education and training
 Health care and social assistance
 Mining
 Rental, hiring and real estate services
 Wholesale trade

- Agriculture, forestry and fishing
 Construction
 Electricity, gas, water and waste services
 Information, media and telecommunications
 Professional, scientific and technical services
 Retail trade
 Other services

SECTION 2: REASON FOR APPLYING FOR FINANCIAL ASSISTANCE

Main reason for seeking financial assistance

- Unemployment
 Parental Leave
 Unexpected/One-off expense
 Other

- Medical Illness
 Separation/Divorce
 Permanent Disability

- Reduced Income
 Death/Bereavement
 Covid-19

- Over-Commitment
 Domestic Violence
 Natural Disaster

When did your financial circumstances change?

- Less than 3 months ago
 Between 3 and 6 months

- Between 6 and 12 months
 More than 12 months ago

When do you think you will be able to resume your full regular repayments?

- Up to 3 months
 Between 3-12 months

- Permanent financial difficulty,
unlikely to afford full repayments again

Please let us know briefly about your situation and reasons for seeking financial assistance

SECTION 3. ANZ ACCOUNT DETAILS

Enter an ANZ account number or your customer registration number available to you

Select the accounts you may need assistance for

- Home Loan(s)
 Personal Loan
 Consumer Credit Card
 Consumer Overdraft
 Business Overdraft
 Small Business Loan
 ANZ Asset Finance
 Business Credit Card

For the account/s you have selected above, can you maintain your current minimum contractual repayments?

Yes No

For the account/s you have selected above can you maintain a partial repayment?

Yes No

SECTION 4: OTHER FINANCIAL INSTITUTIONS

Do you have any loans or credit cards with other lenders? Yes No

If you answered yes, please list them below

	Name of credit providers	Sole or joint names?	Credit limit	Current account balance	Minimum repayment
Mortgage			\$	\$	\$
Mortgage			\$	\$	\$
Personal loans			\$	\$	\$
Personal Loan			\$	\$	\$
Personal Loan			\$	\$	\$
Personal Loan			\$	\$	\$
Car loans			\$	\$	\$
Car loans			\$	\$	\$
Credit card			\$	\$	\$
Credit card			\$	\$	\$
Credit card			\$	\$	\$
Credit Card			\$	\$	\$
Credit Card			\$	\$	\$
Credit Card			\$	\$	\$
Business Overdraft			\$	\$	\$
Business Overdraft			\$	\$	\$
Investment mortgage			\$	\$	\$
Investment mortgage			\$	\$	\$
Other mortgages			\$	\$	\$
Other mortgages			\$	\$	\$
Personal Overdraft			\$	\$	\$
Personal Overdraft			\$	\$	\$
Business Overdraft			\$	\$	\$
Business Loan			\$	\$	\$
Business loan			\$	\$	\$
BNPL facilities*			\$	\$	\$
BNPL facilities*			\$	\$	\$
BNPL facilities*			\$	\$	\$
BNPL facilities*			\$	\$	\$
Other			\$	\$	\$
Other			\$	\$	\$
Other			\$	\$	\$
Other			\$	\$	\$

*For eg: Zip pay

Total balance owed \$

SECTION 5. YOUR INCOME

Please insert the monthly amount for each expense.

Customer 1	Amount	Customer 2	Amount
Income after tax including salary/self-employed income, Bonus, Overtime, Dividends/ Interest Income	\$	Income after tax including salary/self-employed income, Bonus, Overtime, Dividends/ Interest Income	\$
Centrelink income	\$	Centrelink income	\$
Other income	\$	Other income	\$
Residential or Commercial Rental Income	\$	Residential or Commercial Rental Income	\$
		Monthly Total income	\$

SECTION 6: YOUR EXPENSES

Please insert the monthly amount for each expense.

	Amount
Rent	\$
Utilities (Water, gas, electricity bills for your home)	\$
Groceries (Supermarket shop – including food, cleaning products and toiletries, fresh food from butchers, markets and greengrocers).	\$
Public transport and vehicle expenses (Public transport tickets, registration, vehicle insurance, servicing, petrol, parking fees, road tolls)	\$
TV and communications (Mobile phone, landline, internet, pay TV and streaming subscriptions)	\$
Health (Health insurance, fitness, dental, optical, pharmaceuticals, physiotherapy, chiropractic fees, doctor visits, ongoing hospital fees)	\$
Personal insurance (Life and income replacement insurance)	\$
Lifestyle (Entertainment, hobbies and recreation – e.g. eating out, takeaways, alcohol, tobacco, pets, movies, electronics, books, sport/camping equipment, holidays and travel).	\$
Household (Rates, home and content insurance, repairs and maintenance, furniture and appliances, gardener, housekeeping, cleaning services)	\$
Personal (Clothing and shoes, haircuts, cosmetics, personal care for yourself and your dependents)	\$
Property Investment (Rates, water, building insurance, landlord insurance, state revenue/land tax, repairs and maintenance, appliances, gardener, housekeeping, cleaning services, agent letting costs)	\$
Professional cost and service (Financial management/legal costs – e.g. accountant, financial planning and solicitors, union fees and professional association membership/costs).	\$
Private education (Tuition fees, uniforms, books, excursions and camps for independent schools).	\$
Childcare and public education (Childcare and preschool costs; public primary, secondary and tertiary education costs e.g. tuition, fees, uniforms, books, excursions and camps as well as tertiary education costs including textbooks).	\$
Child spousal maintenance (Regular child/spousal maintenance payments)	\$
Other (Any other regular expenses e.g. Superannuation voluntary contribution, voluntary HECS payments, gifts and donations, Land Tax, Body Corporate fees)	\$
Monthly Total living expenses	\$

SECTION 8: YOUR ASSETS

	Assets	Value
House property	Address:	\$
Other assets	Details:	\$
		\$
		\$
		\$
(Superannuation, car, rental property etc)	Total assets	\$

SECTION 9. CUSTOMER DECLARATION

Please tick the following box to confirm that the information completed above is true and correct.