

## Financial Hardship Policy

### Statement of Intention

At uConnected, we understand that sometimes money isn't in the right place at the right time, and this can create a great deal of stress. Common events can lead to Financial Hardship including injury or illness, family breakdown, domestic violence, and even natural disasters.

We are here to help and will work with you to respond to financial difficulty, whether temporary or long-term. You have the right to apply for financial hardship, and doing so is free. Our goal is to prioritise keeping customers experiencing financial hardship connected, with disconnection being a measure of last resort. The help we can give will depend on your individual circumstances, and we provide help on a case-by-case basis.

As part of this process, we may need to ask you about your circumstances or request supporting documentation. The information may relate to sources of income, employment status, medical conditions, and other details relating to your financial position. Please note that this is strictly confidential, in accordance with our [Privacy & Terms](#).

### Assessment Steps

1. Upon receiving your application, we will promptly acknowledge your request.
2. We will assess your eligibility for financial hardship assistance based on the information you provide.
3. Our team may contact you for further details or supporting documentation if required.
4. We will inform you of the outcome and the assistance available based on your specific circumstances.

Customers experiencing family or domestic violence do not require evidence of hardship to apply for assistance. Additionally, you have the right to apply for both short-term and long-term assistance based on your needs.

## Financial Counselling Services

If you are feeling overwhelmed by debt, contacting a financial counsellor can be a helpful step. Several third parties provide valuable resources including:

1. **National Debt Helpline:** 1800 007 007
2. **Small Business Bushfire Financial Counselling Line:** 1800 413 828
3. **MoneySmart:** [www.moneysmart.gov.au](http://www.moneysmart.gov.au)
4. **Department of Human Services:** [www.humanservices.gov.au](http://www.humanservices.gov.au)

## Talk to uConnected

Get in touch with our team so we can provide some options. Please use one of the contact methods below and be sure to mention that you're making a *Financial Hardship Request*:

1. **Website:** Visit our website and use the form at: [uconnected.com.au/contact](http://uconnected.com.au/contact)
2. **Email:** Send an email to [support@uconnected.com.au](mailto:support@uconnected.com.au), be sure to include your full name and uConnected phone number.

## What sort of help is available?

At uConnected, we pride ourselves on the simplicity of our service offering and encourage members to choose our prepaid options. These prepaid options empower members to manage their spending by recharging an amount that fits within their budget, preventing the additional usage costs associated with other service types.

Additionally, we can assist you by helping you understand your usage habits and suggest top-up options that meet your needs. We can also review your billing and usage alerts to help you anticipate your usage and stay connected by being more aware of your spending. If you have multiple services, we can review them to identify any that receive few calls and could be cancelled to reduce costs.

## What if I'm unhappy with the conclusion of my Financial Hardship request?

We strive to find workable solutions that leave all parties satisfied with their experience, but in the event that's not the case you may wish to make a complaint. To do so, please consult our [Complaints Handling Policy](#), which includes contact information for the Telecommunications Industry Ombudsman (TIO). Making a complaint or contacting the TIO will not impact your ability to have hardship assistance.