

## Financial Hardship Policy

### Overview

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. We're committed to helping customers facing financial hardship maintain telecommunications access using our prepaid communications solutions. 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](#).

### 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](https://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 spend by recharging an amount that is within their budget, and also prevent the extra usage costs associated with other service types.

On legacy plans where an invoice is issued and later billed, we're able to help in several ways including providing the ability to extend the invoice due date, pausing services to prevent extra usage costs, canceling disused services and even modify the invoice's total. We will work with you to understand your situation and will work to provide support.

## 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](#).