

CrazyTel's products for residential / Consumers are 100% Prepaid therefore no Financial hardship policy is required.

Financial hardship involves an inability by you, our customer, to pay bills, rather than an unwillingness to do so. Hardship can arise from a variety of situations and can be of limited duration or long term.

If you're experiencing financial hardship, we'll work with you or your financial counsellor to reach a mutually reasonable financial arrangement that continues to provide you with access to our great services.

### **For our Business Post-Paid Customers**

Financial Hardship can also apply to businesses and is associated with:


- Business Closure
- Disconnection of an essential service
- Repossession of a vehicle used for business purposes
- Imminent legal action pending for non-payment of debts
- Period of review limitations
- Court Orders
- Settlements
- Other necessities for the business or people the business is responsible for.

### **Evidence of Financial Hardship**

In order for CrazyTel's to apply this Financial Hardship Policy, we must undertake an assessment to ensure that the Customer, or former Customer, meets the requirements of experiencing Financial Hardship in the above Definition. It is at our sole discretion whether or not to apply this Policy. We encourage our customers, or former customers, to provide us with recent third-party evidence to confirm Financial Hardship, such as the following:

- Current Bank Notices, e.g. Overdraft call
- Official Eviction Notice
- Disconnection Notice
- Repossession Notice
- Notice of impending legal action
- Staff Pay Records
- Contract payment schedules
- Legal documents

 Suite 34 , 42 Manilla St,  
East Brisbane 4169

 1800 272 998

 info@crazytel.com.au

### Assessing your request

We will assess your request for Financial Hardship assistance within seven working days after receipt of any documents required by us. In assessing your application, we will rely on the information which you provide to us as well as any other relevant information available. There is no charge for making an application, or for administration of any agreed financial arrangement

### Contact Us

The earlier you contact us, the better. Discussing your concerns allows us to help you manage your bills. If you are having a problem paying your bill, or you wish to discuss options available to you to minimise your bill, call Crazytel on 1800 272 998

### How to Apply

*Please write a letter with your letterhead and attached evidence to the following options*

Email: [support@crazytel.com.au](mailto:support@crazytel.com.au)

Postal: PO BOX 3444, South Brisbane, 4101, Queensland



Suite 34 , 42 Manilla St,  
East Brisbane 4169



1800 272 998



[info@crazytel.com.au](mailto:info@crazytel.com.au)