How we help you out of financial difficulty
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It’s important when your financial circumstances change to talk to someone to get help, support and guidance. Call us on 13 3095 between 8am – 9pm Mon-Fri and 9am – 2pm Sat (Sydney/Melbourne time).

Our Financial Assistance Solutions teams have helped thousands of CommBank customers - from people who are struggling with injury or illness, find themselves unemployed, are experiencing the loss of a loved one or relationship breakdown and need help managing bills, through to families struggling to make ends meet.

We consider every request for assistance on an individual basis and will work with you to develop a solution tailored to your circumstances.

Our legal obligations

We always reply quickly to any customer experiencing financial difficulty.

We follow the National Consumer Credit Protection Act 2009 (NCCP) and the National Consumer Credit Code (NCC), and will let you know when they apply to you¹.

E.g. If we ask you for more info while we’re reviewing your request for assistance, and you then send it to us we’ll respond to you within 21 days.

If we’re able to assist you, we’ll reply in writing explaining how we'll help you, for how long and include details of our tailored approach.

If we decline your request for help we'll clearly explain why. We’ll also include info on how you can raise a complaint with us, or how to have the decision reviewed by The Australian Financial Complaints Authority (AFCA). The AFCA is an independent dispute resolution scheme that’s free to customers.

How we help you

Our Financial Assist team will work with you to assess your situation and offer solutions tailored to your needs and financial well-being. We work with you to develop a suitable repayment plan. Depending on your circumstances, solutions may include:

- Reduced payments for a period
- Extension of a loan term

¹ The NCCP applies to credit given to individuals or strata companies wholly or predominantly for personal, domestic or household purposes, or to purchase, renovate or improve residential property for investment purposes.
- Debt restructure
- Concessions or waivers for certain fees and charges

The solution we work together on is designed to help you achieve long-term financial stability.

**You may need some documents handy**

Depending on your situation, we may ask you to provide any of the following:

- A document like a personal money plan that outlines the details of your financial position including income and expenses
- A medical certificate
- A letter from your employer (if applicable)
- Pay slips
- A Centrelink statement
- A letter from your accountant
- Bank statements for the past three months

**FAQs**

1. **Is this a free service?**

Yes, we don’t charge you to discuss or apply for financial assistance.

2. **How long can I receive assistance?**

We assess each request on a case-by-case basis to provide a solution appropriate to your personal circumstances.

3. **How long will it take to hear back from the bank?**

We’ll always reply quickly to any customer experiencing financial difficulty. We follow the timeframes set out in the NCC.

4. **Will recovery action continue?**

Recovery action is suspended while we

- Assess your request for financial difficulty assistance, or
- If your request for financial assistance is approved and the terms of your assistance are maintained, or
If you have made a request to AFCA to review our decision to decline your request for assistance.

5. Will my credit rating be affected?

We’re not currently reporting repayment history information for anyone receiving financial assistance.

6. Can I nominate someone else to talk to the Bank on my behalf?

Yes, with your approval we can discuss your request for assistance with your nominated representative e.g. a financial counsellor, friend or family member.

7. What happens if my application is declined?

We’ll write to you confirming the outcome of your request for financial assistance. In that letter we’ll provide you with the contact details of the Australian Financial Complaints Authority (AFCA). It’s a free service if you wish to have our decision independently reviewed.

8. What happens when my financial assistance ends?

The help we provide is a tailored to your personal circumstance and designed to be long-term solution to help you back on track financially. We encourage you to keep in contact with us and advise us if you think you need further assistance at the end of the agreed assistance period.

9. What are my rights?

There are two Codes that govern when and how we can provide hardship assistance to you.

1. The National Credit Code (schedule to the National Consumer Credit Protection Act 2009) (NCC)

2. The Banking Code of Practice (see the Australian Banking Association website, or ask us for a copy of the Code)

If you’re not satisfied with the support we have provided, you have the right to lodge a complaint with us and with other parties. The Australian Financial Complaints Authority (AFCA) is an independent dispute resolution scheme that is free to bank customers. You are able to direct a complaint to AFCA at any time, however AFCA encourages customers to try and resolve the complaint directly first with the financial institution, and may direct you back to us first. For more information, visit www.afca.org.au or call 1800 931 678.

10. Can you provide other helpful information?

You may also find these independent resources helpful, find the links on our Financial Assistance page on CommBank

- Financial Counselling Australia (www.financialcounsellingaustralia.org.au)
- Uniting Care – Kildonan (www.unitingkildonan.org.au)
- ASIC Money Smart (www.moneysmart.gov.au)
- Australian Bankers Association (www.aban.au)
- Financial Counselling Debt Self Help (www.ndh.org.au or call 1800 007 007)