

# Presale - financial hardship assistance.

## Borrower information.



Hardship assistance solutions are designed to provide short-term hardship support to help you stay in your home while you navigate a difficult financial hardship situation.

### What is financial hardship

In partnership with your lender, Helia may support and/or provide secondary solutions that are tailored to your needs.

Financial hardship is when a situation arises which impedes your ability to meet your financial obligations. This may be a result of a sudden job loss, reduced income, illness, marital breakdown, or other unexpected change in circumstances which can have a devastating impact on your financial wellbeing.

### Financial hardship assistance

If you are experiencing financial difficulty and remain the owner of the property, you should firstly contact your lender and discuss applying for financial hardship assistance with them.

Your lender's financial hardship policy may provide solutions such as:

- capitalisation of arrears
- deferred repayments
- reduced repayments
- conversion of loan to interest-only
- loan term extension
- time to seek financial counselling advice
- time to sell (borrower sale assistance).

### Borrower sale assistance

Whilst you remain the owner of the property, if you are considering selling your home but may not have the means to do so you should firstly contact your lender to discuss borrower sale assistance options.

If selling your home results in a shortfall debt Helia's borrower sale assistance may also provide assistance such as:

- Helia contribution to the costs of independent financial advice prior to making sale decision
- Helia contribution towards any financial assistance required for moving costs, agents' fees, rental, and bond costs.

For general information on financial hardship assistance or borrower sale assistance you can contact our customer service centre on 1300 661 188 (option 2) or email our loss management team at [lossmitigationAU@helia.com.au](mailto:lossmitigationAU@helia.com.au)