

## ABOUT THIS FORM

This form can be completed easily by clicking on the text fields. If you can't complete the form electronically, please print it and complete all sections in black or blue pen using CAPITAL LETTERS and [x] where appropriate. We may need to contact you for further information before we can assess your application.

## PERSONAL DETAILS

First Name

Last Name

Middle Name/s

Phone Number

Home Address

  

Email Address

Occupation

Are you working at the moment?

Yes  No

Are you receiving any government benefits?

Yes  No

Product that requires hardship support:

Credit Card

Provide the last four digits of your card number(s):

## REASON FOR HARDSHIP

What is your reason for requiring hardship support?

How has the above reason made it hard for you to make your payments?

Describe how you see your situation improving:

How long do you need hardship support?

**REASON FOR HARDSHIP continued**

Are you able to make any payments during the hardship support period?  Yes  No

(If you are suffering financial difficulty and would like to propose a payment arrangement, please fill out the below. Otherwise, please leave blank.)

Amount per payment  Preferred Start Date  Frequency

In lodging this application, you:

- Acknowledge that the credit card will be blocked from further use and direct debit payments from that card may not be processed for the duration of the financial hardship arrangement.
- Declare that all information provided in support of this application is true, correct, and complete.
- Consent to the use and collection of any sensitive information provided in support of this application.
- Acknowledge that Financial Hardship Information may be exchanged with credit reporting bodies.  
For more information visit [www.koganmoney.com.au/credit-cards/important-information/](http://www.koganmoney.com.au/credit-cards/important-information/)

Customer's Name

Customer's Signature

Date

(DD/MM/YYYY)

**Please return this completed form via email to [customer.care@cards.koganmoney.com.au](mailto:customer.care@cards.koganmoney.com.au) or post it to Customer Care, GPO BOX 4963, Melbourne VIC 3001, Australia**