

Payment Pause Extended Support Request

How this form works

Please complete this form if you require assistance for your home loan, car loan / asset finance loan or credit card. If you require assistance for your Business Banking loan, please contact your relationship manager.

Once completed, this form will allow us to better understand your financial position and circumstances so that we're able to assist you appropriately.

Please return this form and your supporting documentation as soon as possible to financialassistance@macquarie.com. Once lodged, our team will contact you on the phone number you've provided. If they can't reach you, they'll send an email to the email address provided.

1. Which product(s) do you require assistance for?

Please tick the product(s) that you're requesting financial assistance for and provide the account details. If you have more than one account, please specify which account(s) you need assistance for.

Products	
<input type="checkbox"/> Home Loan	
Account number	<input type="text"/>
<input type="checkbox"/> Car Loan / Asset Finance Loan	
Vehicle registration number / contract number	<input type="text"/>
<input type="checkbox"/> Credit Card	
Last 4 digits of your credit card number	<input type="text"/>

2. About you

Please fill in your details in the section below.

Your details	Borrower 1	Borrower 2 (if applicable)
Full name	<input type="text"/>	<input type="text"/>
Date of birth (DD/MM/YYYY)	<input type="text"/>	<input type="text"/>
Preferred phone or mobile number	<input type="text"/>	<input type="text"/>
Email address	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>	<input type="text"/>
Marital Status (<i>single/married/de facto/other</i>)	<input type="text"/>	<input type="text"/>
No. of children you financially support (incl. ages)	<input type="text"/>	<input type="text"/>
No. of adults in the household	<input type="text"/>	<input type="text"/>

3. About your circumstances

a. Please tick any reason(s) for financial assistance and attach the relevant supporting documentation to this application.

Note: If you are self employed or generate business income, we may request additional supporting documentation.

Reason	Supporting documents
<input type="checkbox"/> Reduced income	<input type="checkbox"/> Letter from your employer stating when you will return to previous hours <input type="checkbox"/> Letter from your accountant explaining the reduction in income <input type="checkbox"/> Letter from your Real Estate Agent / New Tenancy agreement with rental commencement date <input type="checkbox"/> Evidence of JobKeeper payment
<input type="checkbox"/> Sale of property	<input type="checkbox"/> If sold – front page of contract of sale and any special conditions <input type="checkbox"/> If not yet sold – copy of agency agreement and marketing campaign
<input type="checkbox"/> Medical illness or injury	<input type="checkbox"/> Letter from doctor or specialist outlining your expected recovery time, whether you will be able to return to work and in what capacity <input type="checkbox"/> If injured – letter from insurer OR compensation documents OR WorkCover documents

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b. Tell us how your circumstances have changed. (E.g. reduced hours but expect to return to normal hours in 2 months)

c. Can you make reduced loan payments?

Yes No

d. Do you have any current arrangements with your other credit provider(s)?

Yes No

If yes, please specify the creditor and the arrangement in place. (E.g. Yes. Part payments on one credit card account with XYZ Bank).

e. If you are employed, please indicate whether you are part time/full time/casual or self-employed, include your occupation, employer or trading name and type of industry (if self-employed). Repeat this for borrower 2, if applicable. (E.g. Borrower 1: Self-employed accountant, XYZ Accounting, Accounting Industry).

f. Are you receiving any government support? E.g. JobKeeper, JobSeeker

g. If you're currently not working, receiving reduced or no income, please provide an expected future income you'll receive when you obtain / return to usual employment. Repeat this for borrower 2, if applicable.

h. Have you spoken to a financial counsellor regarding your financial circumstances?

Yes No

4. What you own and owe

Please fill in the table below for all borrowers to the loan.

What you own			What you owe					
Item	Value	Monthly income	Item	Bank name/s	Credit limit	Total balance	Total monthly payment(s)	Total amount overdue
Existing property	\$		Mortgage		\$	\$	\$	\$
Rental property 1	\$	\$	Rental mortgage 1		\$	\$	\$	\$
Rental property 2	\$	\$	Rental mortgage 2		\$	\$	\$	\$
Savings and deposits	\$		Personal loans		\$	\$	\$	\$
Motor vehicle 1	\$		Credit card 1		\$	\$	\$	\$
Motor vehicle 2	\$		Credit card 2		\$	\$	\$	\$
Boats	\$		Credit card 3		\$	\$	\$	\$
Investments (shares, funds)	\$		Lease and car loans		\$	\$	\$	\$
Superannuation	\$		Other debts		\$	\$	\$	\$
	\$				\$	\$	\$	\$
	\$				\$	\$	\$	\$
	\$				\$	\$	\$	\$

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5. Your income and living expenses

Please fill in your monthly income and expense payments details in the section below for all borrowers to the loan. For further information and tools to track your spending, visit <https://www.moneysmart.gov.au> and click on the 'Calculators & resources' tab.

Income		Expenses	
	Monthly income		Monthly expenses
Income (excl. superannuation)	\$ <input type="text"/>	Rent or Boarding	\$ <input type="text"/>
Partner income	\$ <input type="text"/>	Basic Housing and Property Expenses (Utilities, repairs and maintenance, strata fees, council rates, taxes, levies)	\$ <input type="text"/>
Child support payments	\$ <input type="text"/>	Communications (Telephone accounts (home and mobile), Internet, Pay TV)	\$ <input type="text"/>
Family tax benefits (Centrelink)	\$ <input type="text"/>	Groceries (Typical supermarket shop incl. food and toiletries)	\$ <input type="text"/>
Pension (Aged/Disability)	\$ <input type="text"/>	Recreation and Entertainment (Alcohol, tobacco, restaurants, membership fees and subscriptions, pet care, gifts, holidays)	\$ <input type="text"/>
Government benefits (New start, Youth allowance)	\$ <input type="text"/>	Clothing and Personal Care (Clothing, footwear, cosmetics, personal care, gym, dependent/partner expenses)	\$ <input type="text"/>
Government benefits (Other)	\$ <input type="text"/>	Medical and Health (excludes medical insurance) (Doctor, dental, optical, pharmaceutical)	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>	Transport (Public transport, motor vehicle running costs (petrol, servicing, parking and tolls))	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>	Education and Childcare (Education (school fees & associated costs e.g. books, uniforms etc., preschool, primary, secondary and tertiary), childcare (incl. nannies))	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>	Insurance All Insurance (incl. health, home and contents, motor vehicle, life and income protection)	\$ <input type="text"/>

6. Declaration

We require all borrowers to accept this form. Further information may be requested to assist us with assessing the application and providing you with the right assistance.

By accepting the below, you declare that all information provided in this form is true and correct. If the information is not accurate, this may affect our ability to assist you

Borrower 1

Borrower 1 signature

Date (DD/MM/YYYY)





Borrower 2

Borrower 2 signature

Date (DD/MM/YYYY)

Next steps

The diagram below shows you what stage of the financial assistance process you're at now, and what to expect next.

Customer to complete		Macquarie to complete	
Stage 1: Completing the form	Stage 2: Submitting the form	Stage 3: Waiting for a call	Stage 4: Receiving an outcome
 Complete the form as fully as you can.	 Submit the form to our nominated email, please call us if you do not have access to email.	 Our team may contact you to gather further information.	 You will be contacted with the outcome of your request.
For assistance completing the form, please call us: Home Loans 1300 363 330 Car Loans 1300 368 908 Credit Cards 1800 674 922	Email: financialassistance@macquarie.com	Our team will contact you on the phone number you have provided. If they can't reach you, they will send an email to the email address provided.	Depending on the outcome, our team will contact you on the phone number you have provided or send an email to the email address provided.

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External supporting organisations

We understand that you may be going through a difficult time, so we've provided some information below about organisations that you could reach out to for support.

Organisation	Contact details
Financial Counselling Australia Helps people who are in financial difficulty. It's available nationally and is a free, independent and confidential service.	Tel: 1800 007 007 Website: financialcounsellingaustralia.org.au
1800RESPECT Connects people affected by domestic and family abuse.	Tel: 1800 737 732 Website: www.1800respect.org.au
Beyond Blue Support for anxiety, depression and suicide prevention.	Website: beyondblue.org.au
Scamnet Provides advice on scams and tips for securing personal information, as well as access to counselling services.	Tel: 1300 30 40 54 Website: scamnet.wa.gov.au
Legal Aid Provides advice on intervention orders, family law and civil or credit and debt matters.	Website: nationallegalaid.org/
Seniors Rights Service A community legal centre that provides advocacy, legal advice and education for older people.	Tel: 1800 424 079 Website: seniorsrightsservice.org.au
Emergency Relief An organisation that helps provides support for immediate financial crisis situations.	Tel: 1300 653 227 Website: dss.gov.au/our-responsibilities/communities-and-vulnerable-people/programs-services/emergency-relief
MensLine Australia National telephone and online support, information and referral service for men with family and relationship concerns.	Tel: 1300 789 978 Website: mensline.org.au
Gambling Help Counselling, information and support for anyone affected by gambling.	Tel: 1800 858 858 Website: www.gamblinghelponline.org.au
Family Relationship Advice Line National telephone service to assist families affected by relationship or separation issues.	Tel: 1800 050 321