



Lion Underwriting PTY LTD

(07) 3445 6300

Unit 7, 16 - 18 Riverland Drive,
Loganholme, QLD, 4129

lionunderwriting.com.au

FINANCIAL HARDSHIP GUIDE

EXPERIENCING FINANCIAL HARDSHIP?

If you need to make a payment to Lion Underwriting and are having difficulty in meeting your financial obligations, please contact us as soon as possible so we can consider the most appropriate options to assist you.

We understand situations can sometimes arise that make it difficult to meet all of your financial commitments. If you feel you are facing financial hardship, the following process highlights how you can get in touch with us to request assistance.

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

This support could include fast-tracking of claims if you have an urgent financial need or payment options for your claims excess if we identify you are experiencing financial hardship.

YOU CAN CONTACT OUR HARDSHIP OFFICER BY WRITING OR CALLING:

The Hardship Officer

By Telephone: 02 8042 8200

By Email: admin@lionunderwriting.com.au

In Writing: Lion Underwriting, Unit 7, 16-18 Riverland Drive, Loganholme QLD 4129

PROCESS

To enable us to consider any financial issues you may be experiencing, please complete the **Financial Hardship Application Form**. This form sets out the type of information we need to be able to consider a financial hardship request.

Please return the completed form with any relevant supporting documentation to admin@lionunderwriting.com.au

We will respond to all requests within 10 working days.

NATIONAL DEBT HELPLINE ASSISTANCE

Sometimes you may need extra assistance to get through a difficult time. For free, confidential, independent financial advice you should contact National Debt Helpline on 1800 007 007.