

To: Helia Date: \_\_\_\_\_

Email: HardshipsAU@helia.com.au From: \_\_\_\_\_

Borrower name: \_\_\_\_\_

LMI policy no: \_\_\_\_\_ Your loan ref no: \_\_\_\_\_

Current loan balance: \_\_\_\_\_ Current arrears: \_\_\_\_\_

Current monthly repayment: \_\_\_\_\_ Scheduled monthly repayment amount: \_\_\_\_\_

If interest only, current interest rate: \_\_\_\_\_

Hardship reason: \_\_\_\_\_

Hardship start date: \_\_\_\_\_ Hardship end date: \_\_\_\_\_

Hardship solution offered: \_\_\_\_\_ Monthly amount: \_\_\_\_\_ Period (in months): \_\_\_\_\_

Employment industry type at the time of Hardship: \_\_\_\_\_

Reason for request (cause of borrower hardship): \_\_\_\_\_

History of account prior to hardship: \_\_\_\_\_

Proposal to rectify borrowers situation: \_\_\_\_\_

Lender's recommendation: \_\_\_\_\_

Attachments (hardship letter, financial position, employer letter etc): \_\_\_\_\_

Lender's contact details: \_\_\_\_\_

Name: \_\_\_\_\_

Phone no: \_\_\_\_\_ Email address: \_\_\_\_\_