

Please complete this form to submit a Hardship Notice to Origin Mortgage Management Services. We take all Hardship Notices seriously and are committed to working with customers to understand their circumstances and offer appropriate support in accordance with legislative obligations.

Customer 1 (Name)

Customer 2 (Name)

Finance Account Number(s)

Customer 1

Residential AddressStatePostcode

Home Phone No. ( )Mobile No.Work Phone No. ( )

Email AddressDependentsAges of Dependents

Customer 2

Residential AddressStatePostcode

Home Phone No. ( )Mobile No.Work Phone No. ( )

Email AddressDependentsAges of Dependents

Employment Information

Customer 1

Employer

Position/OccupationLength of EmploymentYrsMths

☐ Full time☐ Part-time☐ Casual☐ Seasonal

Customer 2

Employer

Position/OccupationLength of EmploymentYrsMths

☐ Full time☐ Part-time☐ Casual☐ Seasonal

# Hardship Request Form

| Assets                             | Present Value | Liabilities                           | Balance Owing | Monthly Payments |
|------------------------------------|---------------|---------------------------------------|---------------|------------------|
| Real Estate (Address)              |               | Mortgage on Property (Name of Lender) |               |                  |
|                                    | \$            |                                       | \$            | \$               |
|                                    | \$            |                                       | \$            | \$               |
|                                    | \$            |                                       | \$            | \$               |
|                                    | \$            |                                       | \$            | \$               |
|                                    | \$            |                                       | \$            | \$               |
|                                    | \$            |                                       | \$            | \$               |
| Motor Vehicles (Make, Model, Year) |               | Other Finance (Name of Lender)        |               |                  |
|                                    | \$            |                                       | \$            | \$               |
|                                    | \$            |                                       | \$            | \$               |
|                                    | \$            |                                       | \$            | \$               |
| Bank Accounts (Name of Bank)       |               |                                       | \$            | \$               |
|                                    | \$            |                                       | \$            | \$               |
|                                    | \$            | Finance Cards (Limit)                 |               |                  |
|                                    | \$            |                                       | \$            | \$               |
| Shares (Market Value)              |               |                                       | \$            | \$               |
|                                    | \$            |                                       | \$            | \$               |
| Furniture (Insured Value)          |               |                                       | \$            | \$               |
|                                    | \$            | Other Liabilities                     |               |                  |
| Other Assets                       |               | Rates                                 | \$            | \$               |
|                                    | \$            | Entertainment                         | \$            | \$               |
|                                    | \$            | Utilities                             | \$            | \$               |
|                                    | \$            | Phone                                 | \$            | \$               |
|                                    | \$            | Motor Vehicle Expenses                | \$            | \$               |
|                                    | \$            | Insurances                            | \$            | \$               |
|                                    | \$            | Other                                 | \$            | \$               |
| Total Assets                       | \$            | Total Liabilities                     | \$            | \$               |

Income

Monthly ☐

| Description                          | Customer 1 | Customer 2 |
|--------------------------------------|------------|------------|
| Gross Salary/Wages                   | \$         | \$         |
| Pension (Specify type)               | \$         | \$         |
| Government Assistance (Specify type) | \$         | \$         |
| Child Support                        | \$         | \$         |
| Rental Income                        | \$         | \$         |
| Other (Specify)                      | \$         | \$         |
| Total Income                         | \$         | \$         |

NOTE: Please provide a copy of your most recent payslip or Department of Human Services ('DHS') letter to evidence income.

What arrangements are in place with other Finance Providers?

Are these arrangements up to date?

NOTE: Please provide any documentation regarding these matters.

# Hardship Request Form

## Please provide

|                   |  |
|-------------------|--|
| Bank Statements   | Past 3 months for all accounts.  |
| Proof of Income   | Evidence of income e.g. payslips, rental income, Centrelink payments etc.  |
| Specialty Finance | If you have a specialty finance, please provide evidence of current SDA provider - such as signed SDA agreement, Certificate or Letter confirming active search for participants/tenants, and proof of payment made to SDA provider for services rendered. |

## Suggested Documentation required to support Hardship Application

|   |  |
|---|--|
| Illness                                   | Medical certificate supporting sickness/illness, time off work and prognosis for an anticipated date of return to work.  |
| Maternity leave                           | Medical certificate confirming pregnancy and when baby is due OR letter from employer confirming pregnancy and length of unpaid maternity leave to be taken.   |
| Workers Compensation                      | Confirmation from employer confirming workers compensation payment, anticipated date of return to work and salary on recommencement of work.   |
| Workers Compensation - No Longer Employed | Documentation from solicitor outlining case and current status of case/claim.  |
| Unemployed                                | Documentation confirming unemployment – Separation Certificate. If redundant, then a Redundancy Certificate including redundancy payments. Documentation also confirming registration as unemployed with Centrelink.   |
| Income Reduction                          | Documentation from employer showing reduction in income and anticipated date, if any, when income will return to previous levels. In nature of employment, or employer change, reason for change and documentation showing actual reduction in income experienced.   |
| Deceased Customer                         | Death Certificate. Documentation indicating anticipated date of probate, release of insurance funds etc.   |
| Relationship Split                        | Nature of relationship split, including documentation of any Family Court Orders granted or anticipated granting of such orders if applicable.   |
| Business Failure                          | If business totally failed, documentation confirming receivership, administration or closure of business. If business is not achieving anticipated profits/suffering from downturn, documentation preferably from an accountant including latest and previous years profit and loss statement and balance sheet. |
| Property on Market                        | If property is for sale, a current sales agreement or sales contract (if applicable) from relevant Real Estate Agent showing asking price, date etc.   |
| Unexpected Expense                        | Proof of unexpected expense/s based on customer circumstances.   |
| Overcommitment                            | Proof of overcommitment based on customer circumstances, such as details of other debts and/or financial commitments.  |

## Signatures

|            |           |      |   |   |
|------------|-----------|------|---|---|
| Customer 1 | Signature | Date | / | / |
| Customer 2 | Signature | Date | / | / |