



Application for Financial Hardship Assistance

AIG Australia considers customers to be experiencing Financial Hardship when the customer is willing to meet their financial obligation to us, but their current financial circumstances do not make this possible. This may be due to several reasons including, but not limited to:

- Death of a family member
- Serious illness
- Family violence
- Unemployment
- Reduced income

If you are experiencing Financial Hardship and you owe money to AIG or you are in urgent financial need due to an event for which you are making a claim (such as a natural disaster), you can apply to AIG to see if you qualify for assistance.

AIG will use the information provided in your application in assessing your request for Financial Hardship assistance. Depending on the circumstances of your request, we may ask you to provide further information.

If you have any questions about the process, or need assistance in completing this application, please contact our **Customer Care** team on **1300 295 016** or email aucustomercare@aig.com.

Please Note: Financial Hardship assistance does not apply to the payment of premiums under an insurance policy we have issued. If you are having difficulty paying your premium please contact our Customer Care team.

Free, confidential, independent financial advice is also available to you through the **National Debt Helpline** on 1800 007 007.

Personal Details		
Policy Number		
Claim Number		
Applicant Name		
Contact details	E-mail	
	Telephone	
Address		
Insured Name <i>(if other than Applicant)</i>		
If you wish to nominate a representative to handle your application on your behalf, please provide details below;		
Name		
Relationship		
Contact details	E-mail	
	Telephone	



Financial Hardship

Please detail in the space below the circumstances of your case and the reasons why you consider you are in urgent need of Financial Hardship.

In assessing your request for Financial Hardship assistance, reasonable evidence of your Financial Hardship may assist us, such as, but not limited to;

- Evidence of serious illness or injury that prevents you from earning income
- Evidence of a disability, including a disability caused by mental illness
- Centrelink statements
- Evidence of a your unemployment

We will only request information from you that is reasonably necessary to assess your application for Financial Hardship assistance

Assistance

What is the nature of assistance would you like AIG to consider?

Fast-track assessment of my claim due to urgent financial need

Assistance with a debt or obligation owed to AIG

Please provide details of what you are seeking;

Examples include extension of a payment due date, arranging an instalment plan, paying a reduced lump sum or postponing one or more instalment payment.

If you would like AIG to notify any financial institution with an interest in your insurance policy of the outcome of this Financial Hardship application, please provide the details below;

Name

Telephone

Contact Person

Reference



Declaration	
I certify that the details on this application are true and accurate. I understand that legal action may be instigated against me should I provide false or misleading information.	
Signature of Applicant	
Date	
Privacy	
We respect our customers need for privacy and will adhere to the AIG Privacy Policy at all times. We will ensure that information collected is kept confidential and only shared with AIG Australia employees responsible for assessing an application for Financial Hardship.	

Please send your completed form along with any supporting documents to the Customer Care team;

By Email: aucustomer@aic.com

By Mail: Customer Care Team
AIG Australia Limited
Level 13, 717 Bourke Street
Docklands VIC 3008

What happens next?

Our Customer Care team will review your application and confirm if we require any further documentation to complete our assessment.

If we request further information, you will need to provide this to us within **21 calendar days**.

Once we have received all information required to complete our review, we will provide you our response in writing;

- In the case of requests for fast-tracking, within **5 business days**.
- In all other cases within **21 calendar days**, unless we have agreed to a different timeframe.

Complaints

If you are unsatisfied with the outcome of your Financial Hardship application you can lodge a complaint by telephoning us on **1800 339 669**, submitting your complaint on our [website](#), or by writing to:

The Complaints Team
AIG Australia Limited
Level 13, 717 Bourke Street
Docklands VIC 3008

Head Office
Sydney Level 19, 2 Park Street Sydney, NSW 2000 Australia
GPO Box 9933 Sydney NSW 2001 Australia

Melbourne GPO Box 9933 Melbourne VIC 3001 Australia
Brisbane GPO Box 9933 Brisbane QLD 4001 Australia
Perth GPO Box 9933 Perth WA 6848 Australia

Australia wide
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