

Are you in financial difficulty, or having money trouble?

Please contact Northern Inland promptly if you have a loan, overdraft or credit card with us.

Phone 1300 65 65 81 and ask for the Credit Management Department.

Alternatively, if you are in Tamworth you can call the Credit Control Management direct on (02) 6763 5131 or (02) 6763 5138 for the cost of a local call.

1300 65 65 81

481 Peel Street Tamworth
 142 Bridge Street Tamworth
 252 Conadilly Street Gunnedah
 73 Maitland Street Narrabri
 132 Merton Street Boggabri

www.nicu.com.au

PhoneTeller (24 hour access) 1300 65 64 28

Northern Inland rediATM locations

Tamworth

481 Peel Street (Branch)
 142 Bridge Street (Branch)
 Shopping World

Dunn's Newsagency, 5 Hillvue Road
 TAFE Canteen, Janison Street

Highway Superette, 310 Goonoo Goonoo Road
 Centrepoint, Peel Street

Gunnedah

252 Conadilly Street (Branch)

Narrabri

73 Maitland Street (Branch)

Northern Inland Credit Union Limited
 ABN 36 087 650 422 AFSL 235022

NICU's Product Fact Sheets (PFS) contain all relevant information about the product/service. Copies available at www.nicu.com.au & all branches. Consider the PFS and your own circumstances before acquiring a product/service.

Effective 30 June 2010



Northern Inland
 CREDIT UNION

SMART THINKING



Credit Union and Building Society group

Financial Difficulties

What to do if you are in financial hardship



Northern Inland
 CREDIT UNION



help

If you have missed repayments and we do not hear from you, a default notice may be served on you.

A default notice sets out what payments you owe, the amount owed and give you a period in which to catch up the payments you owe. These payments are known as arrears.

To keep the contract going you must pay the arrears and meet any other payments which fall due during the default notice period, or make other arrangements with Northern Inland by the date set out in the notice.

We can help you consider your options if you contact us at your earliest opportunity.

Reaching an agreement with Northern Inland

If you are in financial difficulties due to:

- Illness, unemployment or other reasonable cause, and
- Your loan or overdraft is for the hardship threshold amount or less (check www.creditcode.gov.au for the current hardship threshold amount) and
- You believe that you would be able to discharge your credit contract if the terms were changed, you are entitled to apply to Northern Inland to change your contract.

The hardship threshold is governed by the Consumer Credit Code Regulations. You can check the current hardship threshold amount at www.creditcode.gov.au.

Applications for hardship can only be made where the amount of credit does not exceed the average loan size for new dwellings in NSW. This amount is set out in the Table of Housing Finance commitments in 'Housing Finance, Australia' as published from time-to-time by the Australian Bureau of Statistics

Our prudent lending criteria means our level of loans arrears and defaults is one of the lowest in the industry.

However, we recognise the unexpected can occur – such as an illness or a job loss – and Northern Inland is prepared to work with Members through times of hardship.

Regardless of the amount of your loan, Northern Inland is committed to working with Members who are in financial difficulty, and exploring options that might be available.

Options that might be available include:

- Extending the period of the contract and reducing the amount of each payment due, or
- Postponing for a period the due payments, or
- Extending the period of the contract and postponing for a period due payments.
- Reducing the limit available on credit contracts
- Offering different banking arrangements which may better suit your needs
- Providing interest-only repayment options

We will take the time to explain the options to you, so you can determine what will best suit your current circumstances, and meet your medium and long term financial goals.

Such an agreement will not change the interest rates that affect your contract.

What if we cannot reach an agreement?

If Northern Inland does not agree to vary the credit contract, you may be entitled to Northern Inland's external resolution services provider – the Financial Ombudsman Service.

Financial Ombudsman
Service (FOS)
Tel: 1300 78 08 08
Fax: 03 9613 6399
FOS, GPO Box 3,
Melbourne VIC 3001
Email: info@fos.org.au
www.fos.org.au