



CONSUMER HARDSHIP APPLICATION

Illness, injury, unemployment, a relationship breakup, over commitment – all of these things can put extreme and unexpected stress on a person's financial situation. Being unable to meet your repayments under a credit facility such as a loan or a mortgage can be a worrying situation.

Luckily, there are a number of ways we can help our clients work through periods of hardship and financial difficulty. It is important to talk with us before things get too serious. If your financial situation changes so that you can no longer meet your regular repayments, then you should contact us immediately. **The sooner you make contact, the more likely we will be able to assist you.**

You may be able extend the term of your loan, change your repayments, or even temporarily halt them.

If your financial situation is unlikely to improve in the short term (three to six months) then varying your lending and repayments may not be in your best interests. Postponing an inevitable default will likely mean you end up owing even more. If this happens, you should seek independent financial advice about other options for managing your debt. This may include, for example, the sale of an asset.

Real Finance is generally a secured creditor, so please ensure that if you are getting independent financial advice, that your advisor talks you through the differences between secured and unsecured.

PLEASE SUPPLY THE FOLLOWING WITH YOUR APPLICATION

- ✓ **IDENTIFICATION:** We are legally obliged to verify the identity of all our customers. If you cannot supply these documents, please **speak to a team member on 0800 21 21 21** so we may suggest alternatives.

Real Finance accepts the following documents as suitable identification.

- Current NZ or Foreign Passport or current NZ Firearms Licence; or
 - Full NZ or Foreign birth certificate, along with a NZ Drivers Licence, +18 Card; or
 - NZ Drivers Licence, along with bank statement, a registered and signed bank card, Supergold Card, or a Statement issued by a Government Agency no more than 12 months old.
- ✓ **BUDGET:** In order to assess your eligibility under the hardship provisions of your contract, help assess loan repayment and term options, and for security requirements we require;
 - a recent Bank Statement; and
 - 2 Payslips (if working) or a WINZ summary of earnings dated no more than 3 months prior to the date on which you submit this application.
 - ✓ **TENANCY AGREEMENT or RATES DEMAND** (If you own your own property)

IMPORTANT: Information provided will be used to assess your hardship application, budget and ability to repay debt. In accordance with the Privacy Act 1993, information about you will not be released to any third party until we receive a privacy waiver from them, signed by you, or where we are otherwise required to under law.

All information provided becomes the property of Real Finance Limited and will remain on your file for such time as is where required by law.



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LAST NAME	
FIRST NAME/S	
CURRENT ADDRESS	
EMAIL ADDRESS	
EMPLOYER	
OCCUPATION	
WORK ADDRESS	

DATE OF BIRTH	/	/
TIME LIVED THERE	YEARS	MONTHS
HOME PHONE		
MOBILE PHONE		
WORK PHONE		
EMPLOYED THERE	YEARS	MONTHS

APPLICANT 2:

LAST NAME	
FIRST NAME	
EMAIL ADDRESS	
EMPLOYER	
OCCUPATION	
WORK ADDRESS	

DATE OF BIRTH	/	/
MOBILE PHONE		
WORK PHONE		
EMPLOYED THERE	YEARS	MONTHS

LOAN DETAILS:

LOAN NUMBER/S WITH REAL FINANCE:	
CURRENT REPAYMENTS:	
CURRENT LOANS ELSEWHERE:	
CURRENT REPAYMENTS ELSEWHERE:	
KIWISAVER BALANCE:	

REASON/S FOR YOUR HARDSHIP APPLICATION.
(PLEASE INCLUDE ANY REASON WHICH MAY BE RELEVANT)

I/We hereby declare that the information provided is true and correct and understand that if it is not true and correct, Real Finance may revoke any and all financial arrangements entered into as a result of this application being actioned.

I/We agree to Real Finance arranging credit checks, and/or chattel valuations, the cost of which will be added to my/our loan.

I/We acknowledge that this form and all supporting documentation remain the property of Real Finance and that this Application is made on that basis.

DATE:

SIGNATURE:

APPLICANT 2 SIGNATURE:



PRIVACY ACT ACKNOWLEDGEMENT AND CONSENT

I (**being each applicant named below**) understand that all personal information Real Finance Limited (“Real Finance”) collects about me will be retained for the following purposes:

- To process my requests for finance, my credit worthiness and financial position now and in the future;
- For the management, assessment or enforcement of any agreement and/or security I have with Real Finance;
- To verify my identity when necessary;
- To collect any outstanding debt from me, or to offer me further finance;
- To market the products or services of Real Finance or it’s associated companies to me.

I authorise Real Finance (for the purposes above) to:

- Make enquires about me, disclose my personal information to any third party and/or obtain information about me that Real Finance considers necessary from any third party (without limitation). I authorise **any** such third party to provide you information about me that you consider necessary for such purposes;
- The enquiries from third parties that I have authorised particularly include:
 - Accessing name and address information about me from the Motor Vehicle Register, even if I have previously requested such information be withheld;
 - Confirming details where Real Finance has an existing security interest in a motor vehicle;
 - Verifying the owner of a motor vehicle when assessing an application to provide finance in relation to that vehicle;
 - Making fines status enquiries to the Ministry of Justice, if I have voluntarily provided my drivers license information for that purpose;
- Disclose information about me (where required) to any third party, including default information to any credit reporting agency, such as but not limited to Equifax Limited or Centrix Group Limited;
- Obtain from any credit reporting agency any information which it holds;
- To use my personal information to inform me from time to time about Real Finance’s products or services, or those products or services of its associated companies.

I understand that I have the right to access personal information held by Real Finance, and can request any alterations by writing to Real Finance Limited, P.O Box 11094, Wellington, 6142.

I understand that all information Real Finance provides to credit reporting agencies (including default information) will be held by that agency for its credit reporting service and that agency may give such information to its subscribing customers, including customers to whom that agency is permitted by law to disclose such information to assist them in verifying my identity. I also understand that I may access and correct the information held by those agencies by writing to each agency.

APPLICANT’S SIGNATURE(S)

Applicant 1	Applicant 2
Name: _____	Name: _____
Signature: _____	Signature: _____
Date: _____	Date: _____



WORK OUT YOUR BUDGET

This form will help you work out how much money you have left after deducting your regular expenses from your income. It may also help you decide which expenses (if any) could be eliminated to improve your present financial situation.

Name: Date:

REGULAR INCOME (AFTER TAX)

Yourself

Spouse/Partner

SUB TOTAL A

\$

\$

\$

WEEKLY
FORTNIGHTLY
MONTHLY
(CIRCLE ONE)

REGULAR OUTGOINGS

ALL THE OUTGOINGS BELOW SHOULD BE CALCULATED AS PER THE REGULAR INCOME YOU HAVE CIRCLED ABOVE.

SUB TOTAL A	\$
Income from Boarders?	+\$
SUB TOTAL B	\$
SUB TOTAL C	-\$
TOTAL SURPLUS/DEFICIT	\$

RENT/MORTGAGE/BOARD RATES	\$
POWER/GAS	\$
PHONE/MOBILE	\$
HIRE PURCHASE(S)	\$
MOTOR VEHICLE PAYMENTS	\$
LIFE INSURANCE	\$
OTHER INSURANCE	\$
FOOD	\$
MEDICAL	\$
LOAN REPAYMENTS NOT REAL FINANCE!	\$
CREDIT CARD(S)	\$
OTHER	\$
SUB TOTAL C	\$