

CONSUMER UNFORESEEN HARDSHIP APPLICATION

Illness, injury, unemployment, a relationship breakup, over commitment – unforeseen occurrences 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 unforeseen 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 2020, 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		DATE OF BIRTH	/ /
FIRST NAME/S		TIME LIVED THERE	YEARS MONTHS
CURRENT ADDRESS		HOME PHONE	
EMAIL ADDRESS		MOBILE PHONE	
EMPLOYER		WORK PHONE	
OCCUPATION		EMPLOYED THERE	YEARS MONTHS
WORK ADDRESS		MSD NUMBER	

APPLICANT 2:

LAST NAME		DATE OF BIRTH	/ /
FIRST NAME			
EMAIL ADDRESS		MOBILE PHONE	
EMPLOYER		WORK PHONE	
OCCUPATION		EMPLOYED THERE	YEARS MONTHS
WORK ADDRESS		MSD NUMBER	

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) PLEASE ALSO INCLUDE ANY PLAN YOU HAVE TO RESOLVE THE REASON/S	

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 AND CONSENT DISCLAIMER

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

- To process my requests for finance, my credit worthiness, collateral validity 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 RFL or its associated companies to me.

I authorise RFL (for the purposes above) to:

- Make inquiries about me, disclose my personal information to any third party and/or obtain information about me that RFL 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 inquiries from third parties that I have authorised particularly include:

- Accessing name and address information about me from Waka Kotahi/NTZA (the Motor Vehicle Register) under Gazette Notice <https://gazette.govt.nz/notice/id/2022-au4072>;
- Confirming details where RFL 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;
- Fines status inquiries to the Ministry of Justice, if I have voluntarily provided my drivers license details 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** (contact via www.equifax.co.nz/privacy) or **Centrix Group Limited** (contact via <https://www.centrix.co.nz/privacy-statement/>);
- 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 corrections by writing to Real Finance Limited, P.O Box 11094, Wellington, 6142, or by email to info@realfinance.co.nz
- I can opt-out of having my personal information disclosed under an S241 authorisation by contacting Waka Kotahi/NZTA (Motor Vehicle Register)
- all information RFL 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.

I consent to Real Finance:

- carrying out affordability assessments and/or asset valuations, the cost of which will be added to the loan if approved. This form shall remain with and the property of the issuer. If this application cannot be approved, I consent to RFL sending my details to a lead generation company or external Lender to look for alternative suitable finance.
- its Agents and third party lenders providing me commercial electronic messages. I understand consent can be withdrawn at any time by using the unsubscribe function or emailing info@realfinance.co.nz with “UNSUBSCRIBE” in the heading, but am also aware that contractual information legally required to reach me may still be supplied to any known contact methods, including email.

APPLICANT’S SIGNATURE(S)

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



AFFORDABILITY ASSESSMENT

This form helps work out how much is available for loan repayments after deducting your regular expenses from your regular income. It may also help determine which expenses (if any) could be eliminated to improve your current financial situation.

FINANCIAL CAPABILITY STATEMENT

If you have concerns about your finances, you can get free and confidential advice from an independent service - We recommend visiting the Ministry of Social Development funded website to find a service near your location -

www.fincap.org.nz

NAME:			
DATE:		DEPENDANTS:	PAY PERIOD:

NET INCOME (AFTER TAX):

YOURSELF	PARTNER	BOARDERS	TOTAL INCOME
\$	\$	\$	\$

NAME OF EXPENSE	AMOUNT (PER PERIOD)	NOTES
RENT / MORTGAGE / BOARD	\$	
RATES	\$	
INSURANCE - HOUSE	\$	
- VEHICLE	\$	
- CONTENTS	\$	
- LIFE / MEDICAL	\$	
INTERNET	\$	
SKY / NETFLIX / LIGHTBOX / SPOTIFY	\$	
POWER/GAS	\$	
PHONE / MOBILE	\$	
HIRE PURCHASE 1	\$	
HIRE PURCHASE 2	\$	
MOTOR VEHICLE PAYMENTS	\$	
FOOD	\$	
MEDICAL / DOCTOR	\$	
LOAN REPAYMENTS (NOT REAL FINANCE)	\$	
LOAN REPAYMENTS (REAL FINANCE)	\$	
CREDIT CARDS	\$	
SCHOOL / KIDS	\$	
PETROL/PUBLIC TRANSPORT	\$	
GYM MEMBERSHIPS	\$	
DONATIONS	\$	
TOTAL EXPENSES:	\$	

OUTCOME BEFORE DISCRETIONARY EXPENDITURE:	\$	SURPLUS	DEFICIT
DISCRETIONARY EXPENDITURE - Including takeaways, going out for dinner, movies, coffee etc.	\$		
OUTCOME AFTER DISCRETIONARY EXPENDITURE:	\$	SURPLUS	DEFICIT

By submitting this Affordability Assessment, you are confirming that it is a true and accurate reflection of your current income and expenses, and that we may rely on the information to reasonably assess your ability to meet repayment obligations for any existing loan, including loan applications which are made up to 6 months from now. You also confirm that, should anything change in the future, you will communicate those changes to us immediately.