

Lenders Hardship Contact Details(as at April 2020)

	Contacts		Email	Lender Link
AFG Home Loans - Alpha	1300 650 259			https://www.afghomeloans.com.au/covid-19-financial-assistance-information/
AFG Home Loans - Edge	1300 543 558		customercare@advantedge.com.au	https://www.afghomeloans.com.au/covid-19-financial-assistance-information/
AFG Home Loans -Options	1800 184 260 / 1800 356 383	between 8:00am and 5:30pm, Monday to Friday (AEDT)	options@afghomeloans.com.au	https://www.afghomeloans.com.au/covid-19-financial-assistance-information/
AFG Home Loans - Retro/Link	1800 629 948		clientservices@afghomeloans.com.au	https://www.afghomeloans.com.au/covid-19-financial-assistance-information/
AMP	13 30 30	between 8am – 8pm Monday to Friday, or 9am - 5pm Saturday and Sunday (AEST)		https://www.amp.com.au/home-loans/financial-hardship
ANZ	13 25 99	between 8am-8pm AEST, Monday to Friday	https://www.anz.com.au/about-us/sustainability/financial-hardship/hardship-enquiry/	https://www.anz.com.au/promo/covid-19/
Adelaide Bank	1300 650 259	between 8:30am and 5:00pm Victorian time, weekdays	mortgagehelpadelaide@bendigoadelaide.com.au	https://www.adelaidebank.com.au/support/financial-difficulty-assistance/
Auswide	1300 138 831	between during business hours	payments@auswidebank.com.au	https://www.auswidebank.com.au/info/making-loan-payments/
Bank Australia	13 28 88	between business hours or call into a branch	creditintegrity@bankaust.com.au	https://www.bankaust.com.au/support/hardship-support/
Bank of China	1800 095 566			https://www.bankofchina.com.au/en/aboutus/ab6/201906/t20190628_15537787.html?keywords=hardship
Bank of Melbourne	1800 600 266	between Mon - Fri 8:00am – 8:00pm (AEST), Sat 9:00am – 5:00pm (AEST)		https://www.bankofmelbourne.com.au/contact-us/financial-hardship
Bank SA	1800 679 461	Monday to Friday 7:30am - 7:30pm, Saturday 9:00am - 5:30pm		https://eforms.banksa.com.au/olfmu/eforms/assist/#/welcome/applyNow
BOQ	1800 079 866		CustomerAssistanceTeam@boq.com.au	https://www.boq.com.au/important-information/Financial-hardship
Bank of Sydney	13 95 00	Mon - Fri 9am - 5pm (AEST)		https://www.banksyd.com.au/financial-hardship.html
Bankwest	13 17 19		customer_assist@bankwest.com.au	https://www.bankwest.com.au/personal/guides/financial-hardship-assistance
Beyond Bank	13 25 85 or 08 8205 8678			https://www.beyondbank.com.au/need-help/financial-hardship-assistance
Bluestone	132 583		customerservice@bluestone.com.au	https://bluestone.com.au/borrower/forms-and-downloads/
Citi	1800 722 879			https://www1.citibank.com.au/help-and-support/financial-hardship
CBA	13 3095			https://www.commbank.com.au/support/financial-difficulty.html
CUA	133 282			https://www.cua.com.au/tools-and-services/support/financial-assistance/financial-assistance-application-form
Heritage	13 14 22			https://www.heritage.com.au/about/member-commitment/financial-hardship
HomeStart	1300 636 878 or 08 8203 4081			https://www.homestart.com.au/important-update
ING	1300 349 166		collections.hardship@ing.com.au	https://www.ing.com.au/help-and-support/tips-hints-guides/financial-hardship.html
Keystart	1300 578 278			https://www.keystart.com.au/guides-and-tips/blogs/blogs-detail/coronavirus-covid-19-update
La Trobe	1800 620 639	For impacted La Trobe Financial small business customers, please call our helpline on 1800 620 639 to find out if you are eligible for assistance.	hardshipassist@latrobefinancial.com.au	https://www.latrobefinancial.com.au/File/Pdf?fileDataId=a0bdc14b-898e-4ed2-909b-513cf73e4dd9
Liberty	13 11 33		help@liberty.com.au	https://www.liberty.com.au/financial-hardship
Macquarie	1300 363 330			https://www.macquarie.com.au/personal/coronavirus
ME	13 15 63		Secure email via internet banking	https://www.mebank.com.au/support/financial-hardship/apply-for-support/
MyState	138 001		hardship@mystate.com.au	https://www.mystate.com.au/about-us/contact-us/financial-hardship
NAB	1300 683 106	Monday to Friday 8am - 8pm AEST/AEDT; Saturday 9am - 1pm AEST/AEDT)		https://www.nab.com.au/common/forms/nab-assist-request-for-financial-hardship-assistance
Newcastle Permanent	131 987		enquiries@newcastlepermanent.com.au	https://www.newcastlepermanent.com.au/tools-and-services/help-and-support/member-assist
Pepper	1800 356 383	between 8:00am and 5:30pm, Monday to Friday (AEDT)	assist@pepper.com.au	https://www.pepper.com.au/coronavirus
P&N	1300 591 276		financialhardship@pnbank.com.au	https://www.pnbank.com.au/help-support/contact-us/financial-hardship/
QBANK	13 77 28			https://www.qbank.com.au/financial-hardship
Resimac	1300 793 741		financialassistance@resimac.com.au	https://www.resimac.com.au/financial-hardship-assistance
St George	1800 629 795		secure link https://eforms.stgeorge.com.au/olfmu/eforms/assist/#/welcome	https://www.stgeorge.com.au/contact-us/financial-hardship
Suncorp	1800 225 223		customer_assist@suncorp.com.au	https://www.suncorp.com.au/banking/help-support/financial-difficulty.html
Teachers Mutual Group	13 12 21	between 9:00am - 5:00pm Mon - Fri (Sydney Time)		https://www.tmbank.com.au/contact/financial-hardship/credit-assistance
Virgin	1800 701 997		CustomerAssistanceTeam@virginmoney.com.au	https://virginmoney.com.au/home-loans/contact-us/financial-difficulty?cid=HL-58-1#tab-tabs_copy_2
Westpac	1800 067 497			https://www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-financial-hardship/