



Financial Hardship Policy

Mint Telecom is committed to providing you with flexibility when it comes to paying your bills, because we understand that sometimes unforeseen events in your life may affect your ability to pay us for the services which you have used. Mint considers financial hardship a state that involves an inability of the customer to pay bills, rather than an unwillingness to do so.

When deciding if a customer is eligible for a financial hardship arrangement, Mint may seek evidentiary proof such as;

- A statutory declaration or official written communication from a person familiar with the customers circumstances (family doctor, clergy, bank officer, etc);
- Evidence of the customer having consulted with a recognised financial counsellor or a booking to see a financial counsellor; and/or
- Statement of financial position.

Mint Telecom's financial hardship policy provides you with a range of payment options to ensure you can stay connected. This policy covers unforeseen circumstances that impact on your financial obligations. Such circumstances may include sudden illness, loss of employment and/or any other reasonable cause, e.g. a death within the immediate family.

We will work with you to arrange a resolution that will help you manage the payment of an outstanding amount you may have. We can discuss a payment arrangement over a period of time so you don't have to pay the entire amount all at once.

If you are facing financial hardship, you may wish to consider seeking advice from a community financial counsellor or seek assistance from a participating community welfare organisation. Customers can talk to a phone financial counsellor from anywhere in Australia by ringing 1800 007 007 (minimum opening hours are 9.30 am – 4.30 pm Monday to Friday). This number will automatically switch through to the service in the State or Territory closest to you.

If you are experiencing financial difficulty and wish to discuss payment options, please do not hesitate in contacting us on 1300 586 468 between the hours of 9.00 am – 5.00 pm Monday to Friday or at care@minttelecom.net.au