

Experiencing Financial Hardship?

If you need to make a payment to Solution and are having difficulty meeting your financial obligations, please contact us as soon as possible so we can consider the most appropriate options to assist you.

We understand situations can arise that make it difficult to meet all of your financial commitments. If you feel you are facing financial hardship, the following process highlights how you can get in touch with us to request assistance.

We will consider every request for assistance on an individual basis and will work with you and your appointed broker to support you and develop a solution tailored to your circumstances.

This support could include fast-tracking of claims if you have an urgent financial need or payment options for your claims excess if we identify you are experiencing financial hardship.

Contacting our Hardship Officer

You can contact our Hardship Officer by phone, email or in writing as follows:

Telephone: 03 9654 6100

Email: compliance@solutionunderwriting.com.au

In Writing: Solution Underwriting Agency Pty Ltd
Level 5, 289 Flinders Lane
Melbourne, VIC 3000

Process

To enable us to consider any financial issues you may be experiencing, please complete the **Financial Hardship Application Form**. This form sets out the type of information we need to be able to consider a financial hardship request.

Please return the completed form with any relevant supporting documentation to compliance@solutionunderwriting.com.au

We will respond to all requests within 3 business days.

National Debt Helpline Assistance

For free, confidential, independent financial advice you should contact National Debt Helpline on 1800 007 007.

Any queries, please contact us

Solution Underwriting
Agency Pty Ltd

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