

## *WorldDialPoint Financial Hardship Policy*

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We are committed to creating a culture whereby your feedback is encouraged, recognised and consistently captured and trying to help you with and Financial Hardship. We know now a day's is how hard wages are and bills always coming from different services..

Under our Financial Hardship Policy, you will be given every opportunity to help you with any financial issues, for example sometimes it comes a month were you cannot afford to pay a monthly bill on time because you have some financial problems.

So what we argue you to do, is call us on one of these numbers below (do not let your account gets overdue as your account can get automatically suspended) and ask for a manager in charge of the Billing. The Manager will work with you to help you settle any outstanding billing in a reasonable time without taking further action against you, unless for any reason you stop the agreement reached with the manager in charge of your issue.

We also advise you to contact 3<sup>rd</sup> party companies that they can deal with these certain issue and help you get out of any Financial Hardship. Like this Organisation (Financial Counselling Australia) website - <http://www.financialcounselingaustralia.org.au/Home>

### **Contact Information**

QLD Tel:	07 3107 7420
NSW Tel:	02 9007 2420
VIC Tel:	03 9912 1320
SA Tel:	08 8122 2820
WA Tel:	08 6365 2150
Freecall On-Net:	09 9018 0000