

# HARDSHIP POLICY

The purpose of this policy is to outline the circumstances and procedures under which an ACC Accumulator debenture holder, who is not associated with the Australian Christian Churches movement (ACC), as defined by the Australian Prudential Regulation Authority (APRA) regulations for associates of Religious Development Funds, may have their debenture redeemed without giving the requisite 31 days notice.

If you are concerned or worried about your financial position and feel that you are struggling to meet your financial commitments, and you have an investment with us that you would like to access before the maturity date or prior to the end of the required 31 days notice period and would like to be considered for financial hardship, you must complete and sign a **Financial Hardship application form** and provide us with any documents (see examples below) in support of your financial hardship claim, which will enable us to make and finalise an assessment. Some examples of the types of situations where financial hardship may apply can include, but are not limited to:

Business Failure/Decline	Self-employed investors experiencing a business or cash flow decline, temporarily or long term, including businesses/companies no longer trading
Marital Dispute	Separation, custody disputes, court cases or division of assets resulting from separation or divorce
Change/Loss of Employment	Recently ended employment with no immediate job prospects, change of employment that has resulted in reduced hours and/or income, including change to employers, or employment history
Maternity	Financial difficulty impacted by maternity leave allocation, including paternity leave and any unforeseen, unplanned costs resulting from the birth of a child
Overcommitted	Too many loans or financial commitments exceeding the investor’s current financial serviceability
Unexpected Events	A financial event that has caused unexpected difficulty that was unplanned and not covered in any other definition
Flood Direct	Investors whose home or business has been directly impacted by flooding
Flood Indirect	Investors whose place of employment, community or family members/dependents have been impacted by flooding, causing indirect financial difficulty

Cyclone Direct	Investors whose home or business has been directly impacted by cyclone
Cyclone Indirect	Investors whose place of employment, community or family members/dependents have been impacted by a cyclone, causing indirect financial difficulty
Other	<p>A financial event that has caused difficulty and has not been covered in any other financial difficulty</p> <p>“Other” situations for investor hardship can include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Illness/Injury or Death</li> <li>• Financial difficulty caused by personal illness or injury to the investment holder or illness, injury or death of a family member or dependent of the investor</li> <li>• Natural disaster: Investor’s home or business has been directly impacted by a weather event (including cyclone, storm, flood, fire etc) or whose place of employment, community or family members/dependents have been impacted by a weather event, causing indirect financial difficulty</li> <li>• Outstanding bills: Financial commitments that the person would not be able to meet from their other at call funds. Bills can include mortgage repayments or credit card payments with Other Financial Institutions, Body Corporate Fees, Rates Notices, Water Rates etc.</li> <li>• Funeral Expenses (Deceased Estates): The payment of funeral expenses where the estate has no further available funds.</li> <li>• Court Order: Where a court has ordered funds to be paid or disbursed for whatever reason.</li> </ul>

**Supporting Documentation:**

To enable us to be able to finalise our assessment, supporting documentation evidencing your financial hardship will be required. Some examples of these documents include, but are not limited to:

- Notice of employment termination
- Medical Certificate or any other relevant medical documents confirming inability to earn income due to disability, injury, illness or caring for a sick family member
- Outstanding Bills i.e. rates notice, phone bill, electricity bill, outstanding loan payments with another institution, outstanding credit card payment with another financial institution, etc
- Statement of accounts
- Court Order
- Bank notice re: unpaid overdraft or repossession of mortgaged property
- Eviction notice
- Pending disconnection of essential services
- Letter from charitable organisation re: loss of employment or inability to provide for basic necessities

- Repossession notice of essential items, e.g. car, motorcycle
- Funeral expenses
- Notice of impending legal action

### **How long will my application take?**

Assessment of your application will commence as soon as all relevant information and supporting documentation is received by the investment manager.

### **What happens if my application is successful?**

Once a Financial Hardship application has been approved, funds can be deposited to any external bank account held in the same name as the investment. You will be required to provide confirmation of the account details (certified copy of Bank Statement).

### **What happens if my application is unsuccessful?**

Should your application for assistance not be approved, the remaining period of your fixed term or 31 days "Notice of Withdrawal" period will be applied to your investment. The 31 day investment would commence from the date you requested hardship assistance until the expiration of 31 days should you wish to proceed with your request.

For further information, please contact:

Lyndal Cowan

Ph: (03)9811 9888 or Freecall: 1800 646 777

email: [Investmentmanagement@acsfinancial.com.au](mailto:Investmentmanagement@acsfinancial.com.au)

## FINANCIAL HARDSHIP APPLICATION FORM

### FOR EARLY WITHDRAWALS OF TERM OR NOTICE INVESTMENTS

Please send this completed form and any required supporting documentation with your signed redemption form to:

ACCumulator  
Investment Management  
431 Canterbury Road  
Surrey Hills VIC 3127

Or scan and send to [investmentmanagement@acsfinancial.com.au](mailto:investmentmanagement@acsfinancial.com.au)

If you have any questions about this form please contact:

Lyndal Cowan  
Ph: (03) 9811 9888 or Freecall: 1800 646 777

#### It is important to note:

##### Investments

- If we approve your application, any money you leave in your investment will continue to earn the interest rate applicable to the amount of the funds remaining.
- If we decline your application, the remaining period of your fixed term or 31 days' Notice of Withdrawal period will be applied to your investment which for the 31 day investment would commence from the date you requested hardship assistance until the expiration of 31 days.

#### Your Details

<b>Surname</b>	
<b>Given Names</b>	
<b>Title (Mr/Mrs etc)</b>	
<b>Church/Organisation Name (if applicable)</b>	
<b>Name of Investment</b>	
<b>Investment No.</b>	
<b>Description of Financial Hardship claimed</b>	

<b>List of Evidence supporting Hardship Application which should accompany this form</b>	
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**Declarations (mandatory)**

By signing the below, I/we declare that all information is true and correct as a the date of this application and acknowledge that ACS Financial will rely on the information provided by me/us:

Investor	
Signature	
Date	

If joint investment

Investor	
Signature	
Date	

***This form is to be used in conjunction with a signed redemption form. If you are redeeming multiple Investments, a seperate redemption form is required for each investment to be redeemed.***

**Important Information:** We are committed to ensuring the confidentiality and security of your personal information. We are bound by the Privacy Act 1988, including the Australian Privacy Principles (APPs set out in that Act, to guide us in our responsible handling of your personal information. ACS Financial collects the personal information – including any sensitive information that may be set out in this Financial Hardship Application and any subsequent dealings with you for the purposes of assessing your application for hardship relief. That personal information will be retained by ACS Financial as part of the records we hold regarding your accounts. If the information is not complete or accurate, this may affect our ability to assist you. Our Privacy Policy contains information about how you can access your personal information that we hold and seek the correction of that information; and how you may complain about a breach of the Australian Privacy Principles, and how we will deal with such a complaint. If you would like further information regarding privacy, you can review our current Privacy Policy online at [acsfinancial.com.au](http://acsfinancial.com.au) or request a copy by either calling or writing to us at:

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