

MBIT Technologies Financial Hardship Policy

Background

This document outlines MBIT's approach when dealing with customers who are experiencing financial hardship.

This policy is available on our website and via phone request.

If you cannot pay an invoice due to genuine Financial Hardship contact MBIT on 1300 241 899 so that we can help you or your service may be suspended.

Definition

We only define financial hardship as you ringing us directly and telling us that you are experiencing genuine difficulty in paying your invoice.

Our Approach

We understand that in circumstances of genuine financial hardship issues need to be managed in a professional and timely manner. It is imperative you contact MBIT if you believe you will be unable to pay your invoice or your service may be terminated.

If you contact MBIT we will treat you with respect and provide you with the best help by offering:

- Additional Time for Payment
- Lowering your rate plan (for example from a 5 line plan to a 2 line plan)
- Lowering your allowed maximum spend per month so you can't overspend on your budgeted call cost allowance

Termination of Service

Your service will only be terminated if you have refused to pay an invoice and not accepted any offer by MBIT to help you pay your outstanding invoices.

Financial Counselling Australia

Financial Counselling Australia (FCA) is the peak body for financial counsellors in Australia if you are experiencing financial Hardship we strong recommend contacting them on 1800 007 007 or visiting their website: <http://www.financialcounsellingaustralia.org.au/Home>