



**TIMBERCORP
FINANCE**
(In Liquidation)

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Timbercorp Finance Pty Ltd (In Liquidation) (‘Timbercorp Finance’)

Borrower Assist Policy

Financial hardship

“Financial hardship” is when a borrower has the intention and willingness to pay but is unable to meet their repayment obligations due to a change in personal circumstances caused by situations such as unemployment, injury/illness, divorce/separation or an unexpected reduction of income.

If a borrower is experiencing difficulty in meeting his/her commitments to Timbercorp Finance it's important that the borrower stay in contact with us. We work with borrowers through our Borrower Assist program and will explore options to give borrowers time to work through a period of hardship.

Borrowers experiencing hardship are identified through a number of methods:

- Borrower self-assessment & notification (Statement of Financial Position)
- Timbercorp Finance assessment or identification
- Independent accredited financial counsellor identification

Borrowers may be required to provide evidence of their hardship by producing financial or other relevant documentation.

The aim of any arrangement is to assist the borrower in resuming a financial position whereby they can service their loan. As such, arrangements should be realistic and tailored to individual needs.

Timbercorp Finance's obligations when dealing with borrowers in hardship

Borrowers experiencing hardship are to be identified and assisted in a consistent and respectful manner. As much as possible, having regard to the interests and rights of Timbercorp Finance, these borrowers will be supported to stabilise their financial situation through the development of tailored arrangements.

Timbercorp Finance will assess the financial position of borrowers experiencing hardship by reviewing the Statement of Financial Position provided and will work with borrowers to identify options available to them.

The standard Timbercorp Finance borrower Statement of Financial Position Form is available online or by request through the Timbercorp Finance Hotline:

Link: <http://www.kordamentha.com/Creditors/Timbercorp-Group-of-Companies/Timbercorp-Finance-Information-for-Borrowers>
(click on ‘Timbercorp Group of Companies’)

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Timbercorp Finance will give genuine and appropriate consideration to repayment proposals by borrowers and will endeavour to suggest other arrangements that borrowers may not have identified or considered themselves.

In the case of a joint loan, Timbercorp Finance will attempt to work with both borrowers on the loan contract. If one of the borrowers is disengaged, Timbercorp Finance will continue to work with the engaged party to provide hardship assistance. Any assistance will be limited to the engaged borrower's ability to service the relevant loan.

Timbercorp Finance's decisions will be confirmed to borrowers in writing where appropriate.

Timbercorp Finance will recognise and respect a borrower's appointment of an advisor (e.g. financial counsellor) and, if requested, deal directly with the advisor rather than the borrower.

Timbercorp Finance's expectations of borrowers being assisted for hardship

Where Timbercorp Finance agrees to a repayment arrangement, it will do so on the basis that the borrower has agreed to:

- Maintain their agreed repayment arrangement
- Contact Timbercorp Finance to advise of any change in their circumstances
- Respond to all relevant correspondence sent to them by Timbercorp Finance

If a borrower does not continue to work with Timbercorp Finance in relation to their arrangement as detailed above, mainstream collection processes will be resumed.