

COVID-19 Hardship Contact Details

	Contacts	Lender Link
AFG Home Loans - Alpha	1300 650 259	https://www.afghomeloans.com.au/covid-19-financial-assistance-information/
AFG Home Loans - Edge	1300 543 558	https://www.afghomeloans.com.au/covid-19-financial-assistance-information/
AFG Home Loans - Options	1800 184 260 / 1800 356 383	https://www.afghomeloans.com.au/covid-19-financial-assistance-information/
AFG Home Loans - Retro/Link	1800 629 948	https://www.afghomeloans.com.au/covid-19-financial-assistance-information/
AMP	13 30 30	https://www.amp.com.au/home-loans/financial-hardship
ANZ	13 25 99	https://www.anz.com.au/promo/covid-19/
Adelaide Bank	1300 650 259	https://www.adelaidebank.com.au/support/financial-difficulty-assistance/
Auswide	1300 138 831	https://www.auswidebank.com.au/info/making-loan-payments/
Bank Australia	13 28 88	https://www.bankaustralia.com.au/support/hardship-support/
Bank of China	1800 095 566	https://www.bankofchina.com/au/en/aboutus/ab6/201906/t20190628_15537787.html?keywords=hardship
Bank of Melbourne	1800 600 266	https://www.bankofmelbourne.com.au/contact-us/financial-hardship
Bank SA	1800 679 461	https://eforms.banksa.com.au/olfmu/eforms/assist/#/welcome/applyNow
BOQ	1800 079 866	https://www.boq.com.au/important-information/Financial-hardship
Bank of Sydney	13 95 00	https://www.banksyd.com.au/financial-hardship.html
Bluestone	132 583	https://bluestone.com.au/borrower/forms-and-downloads/
Citi	1800 722 879	https://www1.citibank.com.au/help-and-support/financial-hardship
CBA	13 3095	https://www.commbank.com.au/support/financial-difficulty.html
CUA	133 282	https://www.cua.com.au/tools-and-services/support/financial-assistance/financial-assistance-application-form
Heritage	13 14 22	https://www.heritage.com.au/about/member-commitment/financial-hardship
HomeStart	1300 636 878 / 08 8203 4081	https://www.homestart.com.au/important-update
ING	1300 349 166	https://www.ing.com.au/help-and-support/tips-hints-guides/financial-hardship.html

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Keystart	1300 578 278	https://www.keystart.com.au/guides-and-tips/blogs/blogs-detail/coronavirus-covid-19-update
La Trobe	1800 620 639	https://www.latrobefinancial.com.au/File/Pdf?fileDataId=a0bdc14b-898e-4ed2-909b-513cf73e4dd9
Liberty	13 11 33	https://www.liberty.com.au/financial-hardship
Macquarie	1300 363 330	https://www.macquarie.com/au/personal/coronavirus
ME	13 15 63	https://www.mebank.com.au/support/financial-hardship/apply-for-support/
MyState	138 001	https://www.mystate.com.au/about-us/contact-us/financial-hardship
NAB	1300 683 106	https://www.nab.com.au/common/forms/nab-assist-request-for-financial-hardship-assistance
Newcastle Permanent	131 987	https://www.newcastlepermanent.com.au/tools-and-services/help-and-support/member-assist
Pepper	1800 356 383	https://www.pepper.com.au/coronavirus
P&N	1300 591 276	https://www.pnbank.com.au/help-support/contact-us/financial-hardship/
QBANK	13 77 28	https://www.qbank.com.au/financial-hardship
Resimac	1300 793 741	https://www.resimac.com.au/financial-hardship-assistance
St George	1800 629 795	https://www.stgeorge.com.au/contact-us/financial-hardship
Suncorp	1800 225 223	https://www.suncorp.com.au/banking/help-support/financial-difficulty.html
Teachers Mutual Group	13 12 21	https://www.tmbank.com.au/contact/financial-hardship/credit-assistance
Virgin	1800 701 997	https://virginmoney.com.au/home-loans/contact-us/financial-difficulty?cid=HL-58-1#tab-tabs_copy_2
Westpac	1800 067 497	https://www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-financial-hardship/