

Qantas Money Credit Card Hardship Application Form



National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") is the Credit Provider and Issuer of Qantas Money Credit Cards on behalf of Qantas Airways Limited ABN 16 009 661 901. For the purpose of this communication, our/us/we/The Qantas Money Credit Card Team refers to NAB. If you hold a NAB branded product and require financial hardship assistance on that product, please contact NAB Customer Care on 1800 701 599 (8am-8pm Monday-Friday and 9am-1pm Saturday AEST/AEDT).

Please return this completed form via email to customer.care@creditcards.qantasmoney.com or post it to Customer Care, GPO BOX 4963, Melbourne VIC 3001, Australia *denotes a mandatory field

SECTION 1: ABOUT THIS FORM

This form can be completed easily by clicking on the text fields. If you can't complete the form electronically, please print it and complete all sections in black or blue pen using CAPITAL LETTERS and [x] where appropriate. We may need to contact you for further information before we can assess your application.

SECTION 2: PERSONAL DETAILS

First Name*

Last Name*

Middle Name/s

Phone Number*

Home Address*

Email Address*

Occupation*

Are you working at the moment?*

☐ Yes ☐ No

Are you receiving any government benefits?*

☐ Yes ☐ No

Provide the last four digits of your credit card number(s):*

SECTION 3: REASON FOR HARDSHIP

What is your reason for requiring hardship support?*

How has the above reason made it hard for you to make your payments?*

Describe how you see your situation improving:*

SECTION 4: HARDSHIP SUPPORT DETAILS

How long do you need hardship support?*

Are you able to make any payments during the hardship support period?* ☐ Yes ☐ No

(If you are suffering financial difficulty and would like to propose a payment arrangement, please fill out the below. Otherwise, please leave blank.)

Amount per payment Preferred Start Date Frequency

In lodging this application, you:

- Acknowledge that the credit card will be blocked from further use and direct debit payments from that card may not be processed for the duration of the financial hardship arrangement.
- Declare that all information provided in support of this application is true, correct, and complete.
- Consent to the use and collection of any sensitive information provided in support of this application.
- Acknowledge that Financial Hardship Information may be exchanged with credit reporting bodies. For more information visit support.qantasmoney.com/financial-difficulty

Customer's Name*

Customer's Signature*

Date*

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