

Sample letter - Request for Hardship Variation

*This letter is a guide only. Insert your own details and delete any information that is not relevant to you. Always keep a copy of the letter you send. This letter should not be relied upon as legal advice. **Get legal advice if you do not understand.***

[Note: A request for a hardship variation does not need to be made in writing. You may prefer to apply over the phone.]

Date:

[Name of Lender]

[Name of department the letter should go to, e.g. "Customer service department"]

Phone your lender and ask them which specific department to send your request for hardship to.]

[Address of Lender]

Dear Manager,

Request for change to repayments on the grounds of hardship

Account name:

Account no:

I/We currently have a loan with (name of lender). The account number is [] and we pay [\$] each [week / fortnight / month].

I/We wish to apply to you for a variation of the above loan contract under section 72 of the National Consumer Credit Code.

I/We request the following: (Choose one option only)

- Each repayment to be reduced to \$ per week/fortnight/month. This change is requested from (/ /) until (/ /).
- The repayment due on (/ /) to be postponed so that it is now due on (/ /), with the next repayments being due on the following dates: (/ / , / / , / / etc)
- The repayments due between (/ /) and (/ /) postponed until (/ /).

I/we understand that where I/we am/are requesting the payments be reduced or postponed there will be no change in the annual percentage rate and the term of the loan will be extended accordingly.

In support of my/our application I/we give the following details:

[Provide details of illness, unemployment or other reasons for your hardship and expected date for recovery/employment / change in your circumstances.]

Details of Income and Expenditure:

My/our current income is: \$ per week/fortnight/month

My/our current expenses are:

Rent/mortgage: \$ per week/fortnight/month

Other loan repayments: \$ per week/fortnight/month

Other major expenses: \$ per week/fortnight/month

I/we expect that I/we will be able to meet the obligations of our loan if you agree to this proposed change. Please consider this application as a matter of urgency.

I/We assume you will stay all enforcement action while you consider this application.
If this is not possible, please let me/us know immediately in writing.
I/We await your reply in writing.

[Full name]