

PAYMENT ASSISTANCE APPLICATION FORM

You can also submit a payment assistance application via our webform [here](#). If you wish to fill out a PDF payment assistance application, please send it to our Financial Hardship team via email financialhardship@tangerinetelecom.info

IMPORTANT: Please respond to all questions on this form. After you submit your application, we will contact you to discuss your request and obtain further information depending on the option(s) you selected. For more information on our process for financial hardship requests, please see our Payment Assistance Policy on our Policies page.

Privacy Collection Notice

The personal information we collect from you via this form is used to assess and/or manage your request and provide you with assistance. By submitting this form, you confirm that you have read the Tangerine Privacy Policy available on the [Policies page](#) of the Tangerine website and consent to the collection, use and disclosure of your personal information by Tangerine for this purpose and any other purposes set out in the Tangerine Privacy Policy.

Your Details

First Name

Last Name

Name of Authorised Rep (if applicable):

Account number

Email address

What is the main reason you require financial hardship assistance?

- | | | |
|---|---|---|
| <input type="checkbox"/> Unemployment | <input type="checkbox"/> Health - unexpected injury/illness | <input type="checkbox"/> Death of family member |
| <input type="checkbox"/> Changes in employment (reduced hours/lower income) | <input type="checkbox"/> Cost of living pressures | <input type="checkbox"/> Separation/divorce |
| <input type="checkbox"/> Other reason | | |

Which option(s) do you think may best assist you?

For further information about each assistance option below, please see our Payment Assistance Policy on our [Policies page](#).

Option 1 - Payment extension

I just need a little more time to pay my current bill. I could make payment by / /

Please note we do not allow payment extensions beyond the due date of your next bill. If you require a longer payment extension for your current bill, please select a payment plan.

I would like to pay (\$)

I would like to pay by Direct Debit Bpay Online Over the Phone Bank Transfer

NOTE: If Direct Debit is selected, we will update your Direct Debit details on your account to deduct this payment.

Option 2 - Alternate payment schedule

It would help me to manage my expenses if my ongoing bills were split into smaller equal amounts each Week Fortnight

I would like my first payment to start on / /

I would like to pay (\$)

I would like to pay by Direct Debit Bpay Online Over the Phone Bank Transfer

NOTE: If Direct Debit is selected, we will update your Direct Debit details on your account to deduct this payment.

Option 3 - Make payments in advance

I would like to make a payment up front to cover future bills (\$)

I would like my first payment to start on / /

I would like to pay by Direct Debit Bpay Online Over the Phone Bank Transfer

NOTE: we will update your Direct Debit to reflect the new amount and date.

Option 4 – Change my monthly bill due date

I would like to change the due date of my monthly bill.

My preferred due date is / / each month.

NOTE: this change will take effect from the following month. Any prorate charges will be included in your next invoice.

Option 5 – Payment plan (select this option if you have any debt)

I would like set up a payment plan for 1 month 2 months 3 months

To pay back my current Tangerine debt, in addition to my ongoing monthly plan fees I can afford to pay back a maximum of

(\$) per Week Fortnight Month

I would like my first payment to start on / /

NOTE: your payment plan must begin within 15 days of approval.

I would like to pay by Direct Debit Bpay Online Over the Phone Bank Transfer

NOTE: If Direct Debit is selected, we will update your Direct Debit details on your account to deduct this payment.

I understand that my ongoing monthly plan fees will be included as part of the payment plan and will be set out in the agreed payment plan email.

NOTE: if you have debt that you are unable to pay back in full using a payment extension (option 1), you will be required to go onto a payment plan.

Would you move to a lower, cheaper plan type?

If you are not already on the lowest plan type(s) for your service(s), moving to the lowest plan may help you financially because the ongoing monthly fees will be cheaper.

Would you be willing to move to a lower, cheaper plan if this option is available?

Yes No