

Financial Hardship Request Form

If you are experiencing hardship and having difficulty making the repayments on your loan, please contact the RAA to discuss your situation and circumstances – you can contact us directly on 1800 678 596.

Completed Financial Hardship Request Forms should be sent to recoveries@raa.nsw.gov.au along with the required supporting documentation.

Please note, for joint loan account holders, applications can be lodged without the consent of all parties. However, you should be aware that if you continue with this request, the information shall be utilised for all accounts you hold with the RAA.

Section 1 – Borrower's details

(Please complete all details in this section)

Full name:

Entity name:

Entity ABN:

Primary phone number:

BP Number:

Email address:

Section 2 – Type of request

Is this a request for hardship assistance or an extension of a current hardship arrangement?

☐

This is a **new request** for financial hardship consideration (please complete Section 3)

☐

I am seeking an **extension** to a current financial hardship arrangement (please complete Section 4)

Section 3 – Reason for your hardship

Please nominate the primary reason you are seeking financial hardship consideration:

- | | |
|---|---|
| ☐ Serious illness or injury | ☐ Separation or divorce |
| ☐ Unemployment or loss of income | ☐ Natural disaster |
| ☐ Death in the family | ☐ Unexpected expenses or business downturn |

Please provide a brief summary of your reason for requesting financial hardship consideration.

How long ago did your financial circumstances change?

- ☐ Less than 3 months
- ☐ Between 3 and 6 months
- ☐ Between 6 and 12 months
- ☐ More than 12 months ago

Please advise what financial assistance you are seeking from the RAA.

Please advise the length of time you would like to enter a financial hardship arrangement.

- ☐ Less than 3 months
- ☐ Between 3 and 6 months
- ☐ Between 6 and 12 months

Section 4 – Extension request

Briefly describe any changes since your last request for financial hardship consideration, including detail of when you anticipate you will be able to reinstate contacted loan repayments.

Section 5 – Information to accompany this request

Please provide copies of the following documents with this form?

- | | |
|---|---|
| ☐ Most recent financial statements and tax returns | ☐ Listing of aged debtors and creditors |
| ☐ Year-to-date management results | ☐ Most recent bank statement for trading account |
| ☐ ATO integrated client account statement | |

In some instances, a full financial assessment may be required, to enable the RAA to assess your position. Depending on your situation, we may ask you to provide additional documents.



Section 6 – Declaration

By submitting this form, you are applying for financial hardship assistance.

I/We have read and understood the [Privacy Collection Notice](#).

Applicant 1

Full name:

Position:

Signature:

Date:

Applicant 3

Full name:

Position:

Signature:

Date:

Applicant 2

Full name:

Position:

Signature:

Date:

Applicant 4

Full name:

Position:

Signature:

Date:

Privacy Collection Notice

The personal information you provide in this form is collected by the NSW Rural Assistance Authority (the Authority) under its statutory functions for the purpose of assessing and administering your application, in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act). Provision of the information requested in this form is required to assess your application. If you do not provide this information, we may be unable to process or determine your application.

Your information may be used to verify the details provided, determine eligibility, administer funding or services, monitor compliance, and evaluate the Program. We may disclose your information to other NSW Government agencies, Commonwealth agencies (including the Australian Taxation Office and Services Australia for verification purposes), contracted service providers, auditors or integrity bodies, or other persons where authorised or required by law.

The Authority takes reasonable steps to securely store and protect your information in accordance with NSW Government requirements. You may request access to or correct your personal information by contacting the Authority by telephone on 1800 678 5893 (toll-free) or by writing to: Manager Customer and Programs, NSW Rural Assistance Authority, Locked Bag 23, Orange NSW 2800. If you are not satisfied with the Authority's response to a privacy request or complaint, you may contact the Information and Privacy Commission NSW at www.ipc.nsw.gov.au or by calling 1800 472 679. Further information is available in our [Privacy Policy](#).