



Financial Hardship

FINANCIAL HARDSHIP

WHAT DOES FINANCIAL HARDSHIP MEAN?

Financial hardship means situations where you may have difficulty in meeting your financial obligations. Future Insurance Group International Pty Ltd (FiGi Life) has policies and training for employees to help them identify if you are experiencing financial hardship, FiGi Life may be able to provide support to you.

This support could include fast-tracking of claims if you have an urgent financial need, payment options for your claims excess, or putting action to recover an amount from you on hold if we identify you are experiencing financial hardship.

You can contact our Hardship Officer by writing or calling:

- **The Hardship officer**
- **By Telephone:** Request a call back via our Contact Us page on our website www.figilife.com.au
- **By Email:** info@figilife.com.au
- **In Writing:**

Future Insurance Group International Pty Ltd
PO Box 6479,
Baulkham Hill,
Sydney,
NSW 2153

Financial counselling

In difficult situations you may require extra assistance to get through these times. For free, confidential, independent financial advice visit Financial Counselling Australia or call the National Debt Helpline on 1800 007 007.