

Hume Bank

Financial Hardship Assistance

At Hume, we understand there are times when you may face temporary financial difficulties caused by unemployment, illness, or other unexpected circumstances.

If you are experiencing financial difficulties or anticipate that you might in the near future, the best thing you can do is speak to us as soon as possible. You may be surprised to learn you can get some helpful advice regarding your situation.

It's important to discuss with us all the financial difficulties and concerns you are experiencing. Doing nothing does not help the situation and the problems may get worse. We have people who are here to listen and support you to manage your financial situation.

Step 1. Call 1300 004 863 and make an appointment with Hume's Credit Control Officer.

Alternatively download the Application for Financial Hardship Assistance form humbank.com.au and email it with supporting documentation to collections@humbank.com.au or mail it to:

Credit Control Officer
Hume Bank Limited
PO Box 343
ALBURY NSW 2640

Step 2. We will confidentially review your situation and determine if we can assist you to manage your financial obligations with us.

This can include helping you find solutions if you're in arrears or unable to make your contracted repayments on a home or personal loan.

Step 3. Within 21 days of your application being made, we will let you know if we are able to assist.