Procedure to Manage Financial Hardship

HiFlex Physio recognises that customers may experience temporary payment difficulties relating to financial hardship:

- Loss of employment of the customer or family member
- Family breakdown
- Illness, including physical incapacity, hospitalisation, or mental illness
- A death to the family
- Other factors resulting in unforseen changes in the customer's capacity to meet their payment obligations

Negotiating Financial Hardship arrangements

The process for reaching a financial arrangement should be reasonable for both parties. In coming to an arrangement, HiFlex Physio will take into account the personal circumstances of the customer and will also ask supporting evidence to supporting evidence to support their claim.

HiFlex Physio may ask the customer for further information if:

- The customer has been a customer for less than six months
- The financial agreement of the customer needs to be long-term
- The debt amount is considered by HiFlex Physio to be significant
- HiFlex Physio is concerned that there may be fraud involved

Examples of evidence that HiFlex Physio may require to support a claim of financial hardship assistance:

- Evidence of an unforseen change in circumstance
- Evidence that the customer has met with a registered financial advisor
- Statutory declaration (witnessed by certified person who is familiar with the circumstances of the customer)
- Financial documentation

The customer must:

- Acknowledge the debt and the obligation to pay the debt
- Provide sufficient information so both parties can establish a suitable payment arrangement
- Make agreed payments on time and advise HiFlex Physio once the payment has been made
- Immediately notify HiFlex Physio if any further financial difficulty occurs so the arrangement may be reviewed
- Ensure that all information and supporting documentation is true and correct.

HiFlex Physio will:

- Ensure all staff are trained in general credit area to manage financial hardship
- Confirm that the customer is legally liable to pay the debt and ensure none of the debt is in dispute
- Ensure the arrangement is one that the customer can meet and monitor the arrangement
- Ensure that the customer is aware of their rights under the agreement.

Establishment of financial hardship

Once it has been established that the customer does meet the criteria for financial hardship, it is expected that they keep to their payment and service arrangement.

Conditions:

- We wish to maintain a relationship with the customer
- The financial harship policy is reasonable for both customer and HiFlex Physio
- It is at the discretion of HiFlex Physio to waive late payment fees / early termination fees

Termination of the agreement

Credit management on the customer's account will be put on hold while their financial hardship request is being reviewed and also while it is in place, unless:

- The customer breaches the requirements of the financial hardship policy
- The customer does not contact Bounce Fitness to renegotiate the financial hardship polic and it is the breached
- HiFlex Physio cannot make contact with the customer, normal credit management will be reactivated and this could mean the possible referral to an external agent for collection

HieFlex Physio will take reasonable stemps to contact the customer or their authorised representative before credit management is undertaken.