

DISCLOSURE STATEMENT FOR CREDIT CONTRACTS AND CONSUMER CREDIT CONTRACTS

Disclosure Statement under section 132A of Credit Contracts and Consumer Finance Act 2003, and regulation 23 of Credit Contracts and Consumer Finance Regulations 2004

IMPORTANT – This document sets out key information about your Credit Contract or Consumer Credit Contract. We, as the Debt Collection agent instructed by your creditor, are required to provide this to you. If you do not understand anything in this document, you should seek independent advice.

You can find full details of the Credit Contract or the Consumer Credit Contract related to your default, in the initial demand letter sent to you by us. Your creditor will have already provided this information to you.

Our full name and contact details are:

Credit Consultants Group NZ Limited
Postal Address: PO Box 213 Wellington,
Email: myaccount@creditconsultants.co.nz
Ph. 0800 500 630

WHAT TO DO IF YOU SUFFER UNFORESEEN HARDSHIP

If your default relates to a debt under a Consumer Credit Contract:

If you are unable reasonably to keep up your payments or other obligations because of illness, injury, loss of employment, the end of a relationship, or other reasonable cause, you may be able to apply to the creditor for a hardship variation.

To apply for a hardship variation, you need to:

- (a) make an application in writing; and
- (b) explain your reason(s) for the application; and
- (c) request one of the following:
 - an extension of the term of the contract (which will reduce the amount of each payment due under the contract); or
 - a postponement of the dates on which payments are due under the contract (specify the period for which you want this to apply); or
 - both of the above; and
- (d) give the application to the creditor. Alternatively you can forward this application to us, to forward to the Creditor.

If your default relates to a debt under a Credit Contract:

We assist our customers who are experiencing genuine financial difficulty by providing the opportunity to vary or amend their contract / payment arrangement so that they can continue to meet their credit obligations.

Our dedicated hardship team, who have received specialised training in this area, will individually assess your request for assistance. We will seek to understand your situation by gathering information on:

- Your circumstances, have they changed and expectations on improvement
- Your current financial position
- How assistance from us will help you get back on track with repayment of your debt/s

[Download the Statement of Financial Position Form](#)

The form can be filled in on a computer by opening it with Adobe Acrobat Reader or you can print the form out, fill it in and mail it to us at:

Email address of hardship@creditconsultants.co.nz, or post to
PO Box 213, Wellington, 6011

A response acknowledging receipt of this documentation will be forwarded within two working days and a full response re the outcome within 14 days.

The type of assistance able to be provided will vary depending on individual circumstances, but may include temporarily reducing the current repayment amounts, deferring payments for a short period of time, referring yourself to a budget advisor or possibly a re-financier.

If you have concerns about your finances, you can get free and confidential advice from an independent service, namely Moneytalks for budget and financial guidance www.moneytalks.co.nz or 0800 345 123.

DISPUTE RESOLUTION

In the event you wish to make a complaint about us, in the first instance you can contact our Customer Care Manager – Ph. 0800 500 630.

Alternatively, (if applicable in relation to your account), you can contact your Creditors Dispute Resolution scheme. Please contact us to obtain the Dispute Resolution scheme details relating to your account. It is free to make a complaint to this independent dispute resolution scheme. This scheme can help you to resolve any disagreements you have with the creditor.

The Commerce Commission may also be able to assist with your dispute. Their contact details are contact@comcom.govt.nz , or 0800 943 600