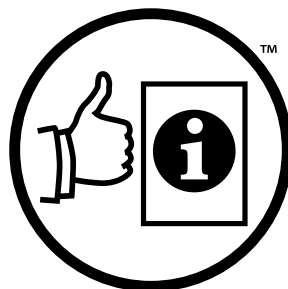


## Permanent support if you cannot pay your loan

**CREDITSMART**<sup>®</sup>.ORG.AU  
CLEARER CREDIT HISTORY



Easy English

## Blue words



Some words in this book are **blue**.

We write what the blue words mean.

## Help with this book



You can get someone to help you

- understand this book
  
- find more information.



Contact information is at the end of this book.

## About this book

This book is from Arca.

We used to be called the Australian Retail Credit Association.



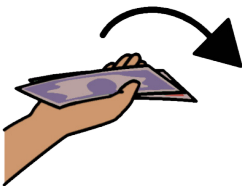
This book is about help if you cannot pay your **loan**.



Loan means a business gives you money to buy something.



For example, a bank gives you money to buy a house.



You have to pay the money back.



A loan can also be a credit card.



A business that gives loans is called a **lender**.

## What can make it hard to pay your loan?



You might find it hard to pay your loan if you have **financial difficulties**.



Financial difficulties means you do **not** have enough money.

You might **not** have enough money if there is a sudden change in your life.



For example

- you get very sick



- you find it hard to pay bills



- you lose your job

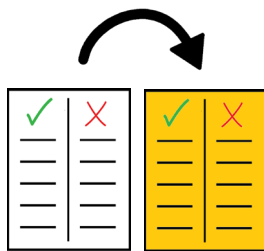


- there has been a natural disaster, like a flood or bush fire.

## How to get help if you cannot pay your loan

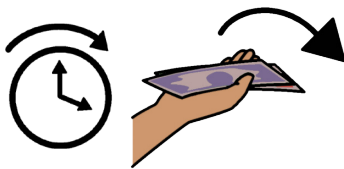


You **must** tell your lender as soon as possible if you **cannot** pay your loan.



Your lender might make a **variation financial hardship arrangement** for you.

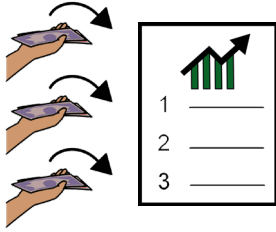
Variation financial hardship arrangement means your lender makes a new loan plan for you.



Your new loan plan might give you more time to pay your loan.



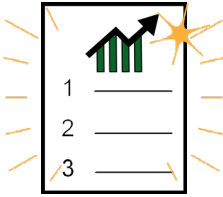
The new loan plan lasts for the whole time of your loan.



You **must** make all the payments in your new loan plan.

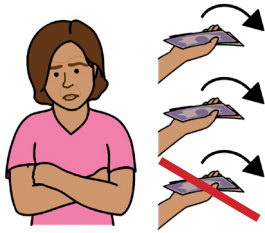


You **must** talk to your lender if it is still hard for you to pay your loan.

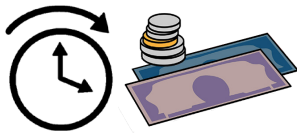


Your lender might make another loan plan for you.

## What if you do not ask your lender for help?

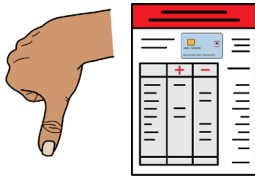


You might miss a lot of loan payments If you do **not** ask your lender for help.

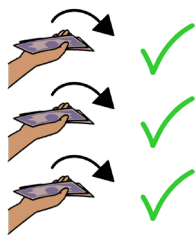


If you miss a lot of loan payments you might

- have to pay a **late fee**
  - a late fee is when you have to pay extra money to your lender



- get a bad **credit report**
  - a credit report is one of the things lenders look at when you ask for a loan.

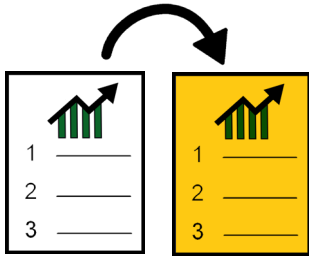


For example, if you have paid other loans on time.



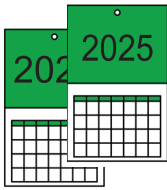
You might **not** get a new loan if you have a bad credit report.

## Does your new loan plan go in your credit report?



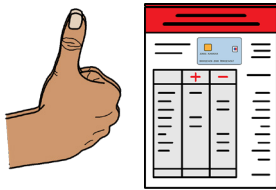
Your credit report will say you have a new loan plan.

Your credit report will **not** say why you find it hard to pay your loan.



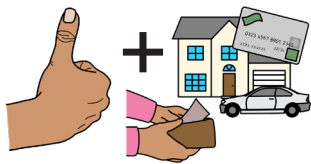
The changed loan plan information stays on your credit report for 1 year.



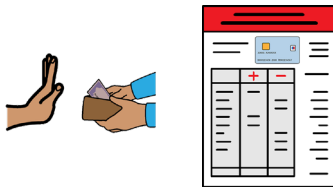


You will **not** get a bad credit report if you follow the rules in your new loan plan.

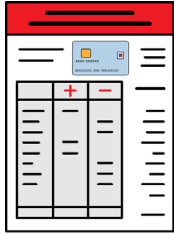
For example, you make all your new loan plan payments on time.



A new loan plan does **not** stop you getting more loans in the future.



You can get a free copy of your credit report every 3 months.



## How to get a free copy of your credit report

There are 3 places to get a free copy of your credit report.



**Equifax**

Website [equifax.com.au](https://www.equifax.com.au)

Call 13 83 32



**Experian**

Website [experian.com.au](https://www.experian.com.au)

Call 1300 783 684



**illion**

Website [illion.com.au](https://www.illion.com.au)

Call 13 23 33



## Where to get free financial counselling

Financial counselling is when someone helps you manage your money.



### National debt helpline

Website [ndh.org.au](https://www.ndh.org.au)

Call 1800 007 007

## More information

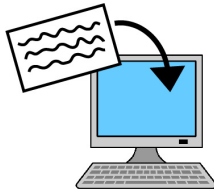


You can find more information on our CreditSmart website.



Website

[creditsmart.org.au/financial-hardship](https://creditsmart.org.au/financial-hardship)



Email

[creditsmart@arca.asn.au](mailto:creditsmart@arca.asn.au)

## If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

## If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)



Call 1800 555 660





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