

Wevo Financial Hardship Policy

At Wevo, we understand that unexpected challenges can impact your ability to manage financial commitments. Our Financial Hardship Policy aims to support business customers experiencing genuine difficulties by offering practical solutions and fostering trust.

1. Purpose

The purpose of this policy is to assist business customers facing financial hardship by providing options and guidance to manage their financial obligations while ensuring fairness and empathy.

2. Eligibility Criteria

Business customers may qualify for hardship assistance if they experience circumstances such as:

- Natural disasters or unforeseen events
- Financial hardship affecting business operations

If you do face financial hardship, Wevo will endeavour to work with you to avoid disruption to your services. We will assess your application for payment assistance by considering your individual situation and financial circumstances. To make this assessment, we may need to ask you some questions about your situation, and request supporting evidence.

- Documentation such as a statutory declaration from a person familiar with your situation
- Evidence of your income details and financial commitments
- Evidence of you having consulted with a recognised financial counsellor or having made a booking to see a financial counsellor.

3. Support Options

We offer tailored solutions based on individual circumstances, including:

- Payment plans with flexible terms
- Deferred payments or temporary payment relief
- Transferring you to a different product that better suits your circumstances
- Discounting a bill charge

4. Process

Customers can apply for assistance through the following steps:

1. Contact Wevo's Financial Hardship Team by email by contacting finance@wevo.com.au or calling our team on 1300 810 770
2. Provide relevant details, such as the reason for hardship, supporting documents, and financial information.
3. Review and discuss tailored support options with our team.

5. Confidentiality

All information shared during the application process will remain strictly confidential.

6. Commitment

Wevo is committed to providing timely and empathetic responses while working collaboratively to find practical solutions.

7. Telecommunications Ombudsman

If you are not satisfied with the outcome of our payment assistance process, you may seek assistance from the Telecommunications Ombudsman online at www.tio.com.au or by calling 1800 062 058.