



Australia's First Bank

### Westpac support for customers financially impacted by the collapse of Storm Financial

Westpac have a dedicated team of specialists who are available to talk with customers experiencing financial difficulty during unforeseen circumstances, like the collapse of Storm Financial.

**Westpac Assist is** a team specialising in finding solutions for both consumer and small business customers experiencing financial hardship. Westpac Assist has Solution Specialists who assess Customers' individual circumstances, and provide personalised assistance, information and solutions to help customers manage their financial obligations during their time of financial need.

Westpac Assist seeks to help customers who believe they will have trouble meeting their financial obligations in the near future, as well as those customers who have already fallen into arrears.

Westpac Assist solution specialists work with our customers in financial hardship to establish a framework of the customer's current financial position, and the customer's future plans for their financial position. All options are considered given the customer's financial obligations, and a solution is tailored to suit the individual needs of each customer. These options are all discussed with the customer, and the most suitable option that will best improve their current and future financial position is agreed.

We encourage Westpac customers who are experiencing financial problems due to the collapse of Storm Financial to call the **Westpac Assist team on 1800 067 497**.

The service is available **Monday to Friday 8am to 8pm EST**. For more information please visit [westpac.com.au/Westpac assist](http://westpac.com.au/Westpac%20assist).

### **IMPORTANT INFORMATION WHEN YOU CALL**

It is important that you advise the Solution Specialist that you have been financially impacted by the collapse of Storm Financial so we can direct you to the most appropriate person to assist you.

For more information please visit [westpac.com.au/westpac info/corporate responsibility/customers](http://westpac.com.au/westpac%20info/corporate%20responsibility/customers)