

Financial Hardship

We are committed to providing support to our customers affected by financial hardship.

We understand that there are times when circumstances beyond your control can make it difficult to meet all your financial commitments. We strive to support our customers facing Financial Hardship and this policy may help you access support and services that you need.

Our goal in providing assistance is to support our customers and to help minimise the number of consumers who could become uninsured or under-insured due to financial hardship circumstances.

Financial Hardship means you have difficulty meeting your financial obligations to us. If you're struggling to make payments to us, please let us know by contacting us on 1800 959 811 or hello@gensure.com.au.

We will likely request certain information from you. When you provide the information, together with relevant supporting documents, we can assess your application and determine the appropriate level of support to provide.

In some circumstances, advice can help alleviate financial hardship. For free, confidential, independent financial advice visit Financial Counselling Australia or call the National Debt Helpline on 1800 007 007.