

## Everyday Mobile Payment Assistance Policy - Summary

Everyday Mobile from Woolworths understands that sometimes customers may face unexpected circumstances that can affect their ability to meet their financial obligations due to financial hardship. We are here to help customers with various payment assistance options and offer assistance to all customers under this Payment Assistance Policy free of charge.

The *Telecommunications (Financial Hardship) Standard 2024* defines **financial hardship assistance** as:

the assistance a provider offers to help financial hardship customers to continue to access their telecommunications products or to pay a debt owed to the provider.

Under *the Standard* you are able to apply for either **short** or **long** term assistance depending on your individual circumstances. Please contact us on **1665** from **your Everyday Mobile from Woolworths** or **1300 10 1234** from any phone, live chat at <https://mobile.everyday.com.au/support/chat>, or email us on [credit\\_mobile@woolworths.com.au](mailto:credit_mobile@woolworths.com.au) to discuss the matter in detail and to find a best practice solution for you.

You can also apply for financial hardship assistance at:

- [Short Term Payment Assistance](#)
- [Long Term Payment Assistance](#)

To assist us in assessing your application for financial hardship assistance, we will need you to provide your account details and other personal information so that we can identify you as the primary account holder of the service. Everyday Mobile from Woolworths staff will always ensure that your personal privacy is maintained in accordance with the privacy provisions of the *Privacy Act 1988*.

You can talk to a phone financial counsellor from anywhere in Australia by ringing 1800 007 007 (minimum opening hours are 9.30 am – 4.30 pm Monday to Friday). This number will automatically switch through to the service in the State or Territory closest to you.

Alternatively, you can find the financial counselling service nearest to you by visiting <https://www.financialcounsellingaustralia.org.au/contact/>

For general information on payment assistance options provided to our customers, please visit: <https://mobile.everyday.com.au/support/financial-support>

For information on the Everyday Mobile from Woolworths please refer to the Complaints Handling Policy on the Everyday Mobile from Woolworths Website <https://mobile.everyday.com.au/legals>

If you're not satisfied with the way your complaint has been handled and would like an external body to review your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) at <https://www.tio.com.au/>, on 1800 062 058 or by writing to TIO, PO Box 276, Collins Street West, Melbourne, Victoria 8007.

By making a complaint with Everyday Mobile or via external dispute resolution, customers will not be excluded from applying or accepting financial assistance or accessing the Hardship Program.