

January 2018

Below are contacts for some of our members, including the top four banks, to request a hardship variation.

ANZ

Customer Connect – [website](#)

- Call – 1800 252 845 (9.00am-7.00pm weekdays)

Citibank

Debt Management Solutions Team – [website](#)

- Call 1800 722 879 (9.00am-9.00pm weekdays – except public holidays)

Commonwealth Bank

Financial Assist – [website](#)

- 1300 720 814 (8.00am- 9.00pm weekdays, 9.00am-2.00pm Saturdays)
- Financial counsellors – 1300 993 258 (8.00am-5.00pm weekdays)

Latitude Financial Services / GE Money

Hardship Department – [website](#)

- 1800 220 718 (8.00am-5.00pm weekdays)

National Australia Bank

Customer Care – [website](#)

- 1800 701 599 (8.00am-8.00pm weekdays, 9.00am-1.00pm Saturdays)

Suncorp Bank

Customer Assist – [website](#)

- 1800 225 223

Westpac

Westpac Assist – [website](#)

- 1800 067 497 (8.30am-7.30pm weekdays, 9.30am-6.00pm Saturdays)
- Financial counsellors – 1800 685 844 (8.30am-6.00pm weekdays)