Financial hardship support guide

We understand that financial difficulties can happen to anyone. You are not alone, and there are effective ways forward.

1. Are you experiencing financial hardship?

The National Debt Helpline has a comprehensive step-by-step guide specifically for strata levies. This resource provides valuable information about payment options, what to do if you can't come to an agreement, and guidance if legal action is being threatened or has commenced.

Free financial counselling service:

National Debt Hotline (NDH)
1800 007 007
advice@consumeraction.org.au
www.ndh.org.au

PILOT'S TOP TIPS:

Honest and transparent communication will help facilitate a positive outcome. Prepare documentation and submit the required information. By proposing a realistic payment plan, you demonstrate good faith, increasing likelihood of acceptance. For complex situations like family violence, call NDH.

2. Have you received a letter of demand?

This situation occurs when payments haven't been received despite reminders and a final notice. Please contact the firm on the demand letter to discuss this matter. If you need support to pay your fees, they can work with you to set up a payment plan. Prompt action is crucial as failure to pay may result in legal action.

Direct demand letter enquiries to:

RC & CO Lawyers
1300 072 626
law@rccolawyers.com
www.rccolawyers.com

PILOT'S TOP TIPS:

Honest and transparent communication will help facilitate a positive outcome. Remember, it's important to talk only with the office in charge of collecting the debt. You don't have to face this alone, help is there from people who understand and want to help. For complex situations like family violence, call NDH.

For language assistance, please call:

Translating & interpreting service 131 450
National Relay Service 133 677

pilotbodycorp.com.au

PILOT