

ANZ debt waiver criteria for vulnerable customers represented by a Financial Counsellor		
Criteria	What this means	What you need to do
Centrelink income or no income	Confidential	Receive complete Centrelink income statement (both sides) or Centrelink rejection letter. If no Centrelink rejection letter then an affidavit may be required stating how the client is financially supported. Proof of all income. If on DSP or aged pension medical documents are not required.
Family Violence	Case by case basis taking into account all other debt waiver criteria and personal circumstances such as Newstart, casual work and young children	Confidential
Confidential	Confidential	Income and expenditure, assets and liabilities statement. Conduct property search, if confirmation is required. Check application, lending documents for any valuable assets.
Income and assets unlikely to change in future	Brief statement of customer's financial situation, including reasons why situation is unlikely to change for customer to return to paid employment. Confidential	Letter of authority from Financial Counsellor plus any relevant medical documents. Summary of current financial situation and why situation is unlikely to change.
Client does not have numerous high value debts where bankruptcy is a more suitable option.	Customer does not have numerous high value individual debts with ANZ. Total debts requesting waiver not so high that Bankruptcy is a better option.	Statements of other debts or itemised summary of all outstanding debts. Management to decide on what is numerous high value debts on a case by case basis
Client is not able to meet debt repayment.	Client is struggling or will struggle to meet debt repayments. If Client can meet debt repayments they are not eligible for a debt waiver.	Supporting documents about how the customer was/is making payments and change in circumstances that has lead to now being unable to meet payments. Assess previous history is this in line with current SOP?
Customer has not deliberately used credit without prospect of repayment	Customer has not heavily used card on cash advances or luxury items during a period prior to debt waiver application, and without ability to repay debt.	Analyse previous 6 months card usage. Was card used heavily on cash advances? Was loan redrawn or card/loan used to purchase luxury items or travel recently? What were the circumstances leading to such use? Confidential

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