

Initial Financial Hardship Application

Complete this form as an initial step to be considered for a financial hardship arrangement with Konec Pty Ltd and send to one of the following addresses:

Mail: Level 3, 5 Talavera Road Macquarie Park NSW 2113
Email: customer.support@konec.com.au

Your Name¹:	
Konec account name:	
Your relationship to the account holder (select one) ²:	Account holder / Authorised Representative of our customer
Your contact number:	
Your home address:	
Your email address:	
Your Konec Mobile mobile number(s)	
Invoice details your application relates to³:	
Detail of Financial Hardship. Attach additional page if necessary ⁴:	
What type of assistance are you seeking and for how long?	
Do you have an existing Financial Hardship arrangement with Konec Mobile? If yes, provide details including date of arrangement.	

¹ Note that only a Konec Mobile customer, or their authorised representative, may submit this application.

² Must be in name of same person as above, unless person above is their authorised representative.

³ Clearly identify each invoice that presents payment difficulties including following as applicable: name of invoiced party, date, invoice number, amount, service type.

⁴ Refer to Konec Mobile Financial Hardship Policy for information on qualifying circumstances