



**MI-BIKE**

MOTORCYCLE INSURANCE

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**FINANCIAL HARDSHIP APPLICATION  
FORM**

**“Financial Hardship”** means you are having difficulty meeting your financial obligations to us. If you are experiencing Financial Hardship and owe money to an insurer or you are in financial difficulty as a result of a claim, you can apply to the insurer to see if you qualify for assistance.

PLEASE NOTE: Financial Hardship assistance cannot be provided for unpaid general insurance premiums. For more information about the Financial Hardship provisions, please review the General Insurance Code of Practice (<https://insurancecouncil.com.au/cop/?playlist=94ebe71&video=611a424>).

Free, confidential and independent financial advice is also available to you via Financial Counselling Australia or through their counselling hotline on 1800 007 007.

If you have any questions about the process, or if you require assistance to complete this application, please contact us on:

1300 780 446 (between 8:30am & 5:00pm AEST time except weekends & public holidays) or email [claims@mi-bike.com.au](mailto:claims@mi-bike.com.au)

**POLICY NUMBER:** \_\_\_\_\_ **INSURED NAME:** \_\_\_\_\_

**PLEASE COMPLETE ALL SECTIONS**

**APPLICANT (IF THERE ARE MORE THAN TWO APPLICANTS, PLEASE COMPLETE AN ADDITIONAL APPLICATION)**

Applicant 1: Surname: \_\_\_\_\_ Given Name(s): \_\_\_\_\_

Applicant 2: Surname: \_\_\_\_\_ Given Name(s): \_\_\_\_\_

Residential Address: \_\_\_\_\_

Postal Address : (if different from above) \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Preferred Contact Phone: \_\_\_\_\_ Email: \_\_\_\_\_

We will use this email address for all written communication unless you advise us otherwise.

Do you wish to nominate a representative to handle your application on your behalf?

If yes, complete the details below.

Name: \_\_\_\_\_

Relationship to Insured: \_\_\_\_\_

Preferred Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

MI-BIKE Motorcycle Insurance is a business name of Yamaha Motor Insurance Australia Pty Ltd  
ABN 48 603 882 980 | Australian Financial Services Licence Number 497 198 | Financial Hardship Application\_11.2021



## **SECTION A: HARDSHIP CIRCUMSTANCES DETAILS**

Please explain the reasons / circumstances for your application and why you consider you are in need of Financial Hardship assistance.

Depending on the circumstances of your request, we may ask you to provide additional information.

In assessing your request for Financial Hardship assistance, reasonable evidence of your Financial Hardship may assist us, including, but not limited to:

- Evidence of illness or injury that prevents you from earning an income
- Evidence of a disability, including a disability caused by a mental illness
- Centrelink statements
- Evidence of your unemployment

***PLEASE EXPLAIN THE REASON / CIRCUMSTANCES FOR YOUR APPLICATION.***

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**SECTION B: NATURE OF ASSISTANCE – WHAT ASSISTANCE WOULD YOU LIKE US TO CONSIDER?**

Extension of due date for payment? If so, what date do you propose?
Paying in instalments. If so, what can you afford and over what period?
Paying a reduced lump sum regarding a recovery or excess. If so, what can you afford?
Postponing one or more instalments. If so, when can you start/re-start the payments?
Other options (combination of above or possible waiver of the debt)
Do you have any additional comments or offers to complete paying this debt?
Fast-tracked assessment of a claim
Any additional information

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Privacy:** Any information collected pursuant to this application will be managed in accordance with Our Privacy Policy (<https://www.mi-bike.com.au/home/mi-bike-privacy-and-disclaimers>)

We may need to on forward this application to the insurer to assess if we do not have the authority to review the assistance sought. If this is the case, we will advise you that this is required.

**General Insurance Code of Practice:** MI-BIKE will manage any Financial Hardship application in accordance with Part 10 of the General Insurance Code of Practice.

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