

**financial  
counselling  
australia**



**Assisting clients in Hardship**

**contact information**  
FOR FINANCIAL COUNSELLORS

**AUGUST 2011**

[www.financialcounsellingaustralia.org.au](http://www.financialcounsellingaustralia.org.au)



Updates or corrections?  
Email: [prue.woods@financialcounsellingaustralia.org.au](mailto:prue.woods@financialcounsellingaustralia.org.au)

FCA acknowledges the assistance of David Lawson and Lyn Brailey on whose initial work this document is based.

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Name	Phone	Fax	Email	Address	Other Information
<b>Financial Service Providers</b>					
Adelaide Bank	1300 650 259 (Mortgage Help)	08 8300 6958	<a href="mailto:mortgagecollections@adelaidebank.com.au">mortgagecollections@adelaidebank.com.au</a>	Mortgage Help Centre, Adelaide Bank, GPO Box 1048 Adelaide SA 5001	For customers: 1300 652 220 (Customer Help)
American Express	1300 660 562	1300 430 268		Credit Care Team PO Box 1582 Sydney NSW 2001	
ANZ	Hardship (Financial Counsellors) 1800 351 548 Customer Connect: 1800 395 042	1800 010 057		Hardship Section Customer Connect Locked Bag 10 Collins St West PO Melbourne Vic 8007	Financial Counsellor Liaison: Marie Andrews Phone: 03 9683 8147 Fax: 03 9683 9668 <a href="mailto:marie.andrews@anz.com">marie.andrews@anz.com</a>
Aussie Cards	Hardship phone number: 1800 225 591, then OPTION 2			Hardship Section Customer Connect Locked Bag 10 Collins St West PO Melbourne Vic 8007	Postal addresses for AussieCards and ANZ are the same, as the two are affiliated.
Bank of Queensland	1800 079 866 (Financial Hardship) Credit cards - 1800 288 496	(07) 3212 3286			Customer Relations 1800 663 080
Bankwest	1300 769 173 Customer Focus	08 94496190	<a href="mailto:customer_focus@bankwest.com.au">customer_focus@bankwest.com.au</a>	Reply Paid 8093 Perth BC WA6849	
Bendigo Bank	1300 652 146 Mortgage Help	03 5485 7631 1300 367 615 (Customer Help)	<a href="mailto:mortgagehelpcentre@bendigobank.com.au">mortgagehelpcentre@bendigobank.com.au</a>	Mortgage Help Centre The Bendigo Centre Bendigo Vic 3550	Customer Help Centre 1300 361 911



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Name	Phone	Fax	Email	Address	Other Information
Citibank	1800 722 879 (Debt Management Solutions. Hardship Team)	1800 020 861 (Checked regularly) 02 8225 5465 Mark "Hardship Application". Only for emergencies. Authorities fax: 1300 531 955	No generic email address. For emergency situations only, email to : maryann.vanderhorn@citi.com, or marie.astrid.asuncion@citi.com	Citibank Debt Management Solutions	Issues or escalation: Maryann Van der Hom, Team Leader: Phone: 02 8225 3376 Astrid Asuncion, Team Manager, Phone: 02 8225 7513 For Citibank clients: 1300 369 797 (Collections)
Commonwealth Bank	Dedicated phone line for financial counsellors - 1300 993 258 (8.00am-5.00pm Mon-Fri EST)  Financial Counsellors Line Team Manager: Michael Cunico 0423 759 019  Customer Assist Senior Manager: Melanie Talbot 0478 313 471  Customer Assist Senior Manager: Renee Niumata 0466 144 755	02 9841 6670	fincounsellor@cba.com.au  cunicomp@cba.com.au  melanie.talbot@cba.com.au  renee.niumata@cba.com.au	Hardship Section Customer Assist PO Box 9823 Parramatta NSW 2124	Customer Assist Support Line 1300 720 814 (8.00am-9pm Mon-Fri; 9am-2pm Sat)
Esanda (part of ANZ Customer Connect)	1800 838 100	1300 558 672			



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Name	Phone	Fax	Email	Address	Other Information
GE Money	1800 220 718 Dispute Resolution Team (IDR) (just for financial counsellors): 1300 550 006 Customer Advocate: Stephen Blythe : 03 9921 6565 Alternative (beyond hardship): Gail White: 03 8807 5904 Escalation: Helen Broomhall, Hardship Team Leader 03 9921 6664	03 9277 7335 IDR Team fax (just for fcs): 03 9921 6100	disputeresolution@ge.com	Financial Hardship Team 572 Swan St, Burnley Vic 3121	For clients : Customer Resolution Team: 1300 851 500 Also: 1800 220 718, and fax 03 9277 7335 can be accessed by clients as well.
National Australia Bank	NAB CARE SUPPORT just for financial counsellors; 1300 130 262 03-9322 6167 NAB Financial Counsellor Liaison Officer: Peggy Lasa and Yasemin Demirkol	03 9322 6254	nabcaresupport@nab.com.au	Collections Risk & Quality Solutions National Australia Bank GPO Box 4963WW Melbourne VIC 3001	NABCARE (for customers) 1300 658 598 or 1800 701 599 NABCARE for Small Business: 1300 961 577 1800 777 275
St George Bank	1800 629 795 (Hardship Team)	02 9995 8115	assist@stgeorge.com.au.	Customer Assistance National Collections Locked Bag 1 Kogarah NSW 1485	
St George Motor Finance	1300 301 315	02 9995 8135	Individual e-mail addresses will be given out by officers in the section after initial contact	St George Finance (Hardship Team) PO Box R1843 Royal Exchange NSW 1225	



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Name	Phone	Fax	Email	Address	Other Information
Suncorp	Customer Assist Team 1800 225 223 Customer Relations 1800 689 762	07 3031 2008 (Customer Assist)	customer.assist@suncorp.com.au	REO 55at Suncorp, GPO Box 1453, Brisbane Q4001	Also for clients: Customer Assist Team 1800 225 223 Customer Relations 1800 689 762
	Credit cards - 1300 220 562 (Debt Management Solutions) 1800 722 586 (Debt Management Solutions)	1300 550 218		PO Box 3453, Sydney NSW 2001	
Virgin Credit Cards	1800 255 304 (Hardship Team Debt Management Solutions)				
Westpac	1800 011 313	08 8177 7264	financialcounsellors@westpac.com.au	Westpac Assist GPO Box 1400 Adelaide 5001	



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Name	Phone	Fax	Email	Address	Other Information
<b>Telcos</b>					
3 Mobile	136 171 Collections (Hardship Team is within this area)	1300 132 283 (Billing)		Collections Dept (Hardship Team) 3 Australia PO Box 686 Spring Hill Q 4004	
AAPT	1800 357 597 (option 3, Credit Collections Dept). They will take a message, and the Credit Recovery (Hardship Team), will ring back.	02 9009 8686		Credit Recovery Team AAPT GPO Box 7056 Sydney NSW 2001	Credit Recovery Team—Hardship Team will return your call after initial fax to them.
DODO	1300 443 636 (Ask for Accounts Dept. This number is only for Financial Counsellors)	1300 669 857			
Optus	Direct line for Financial Counsellors is 1300 303 509 Monday to Friday 9.00am to 5.00pm EST	1800 002 206		Financial Advisory Support Team OPTUS PO Box 306 Salisbury North SA 5106	
Telstra	1800 045 092 (Credit Management, Special Assistance Team—for Financial Counsellors only)	03 8601 0288	<a href="mailto:hap@team.telstra.com">hap@team.telstra.com</a>	No postal address. Use phone or fax to communicate.	Other general issues call 13 22 00. (24 hours/7 days a week)
Virgin	1300 304 090 (Collections)	1300 555 733 (Customer Service) 02 8986 7807		Collections Department Virgin Mobile Locked Bag 17 Royal Exchange NSW 1225	
VIP Tel Mobile			Allan Smith: <a href="mailto:compliance@edirectptyltd.com.au">compliance@edirectptyltd.com.au</a>		Indigenous complaints are best lodged direct with the TIO Indigenous Complaints Team — see later
Vodafone	1300 650 405 (Collections). Hardship Team is within this Department. You will need to key in the mobile phone number of your client first.				Escalation: Anne-Maree Stazi 0414 273 567 <a href="mailto:Anne-Maree.Stazi@vodafone.com">Anne-Maree.Stazi@vodafone.com</a>



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Name	Phone	Fax	Email	Address	Other Information
<b>Utilities</b>					
ActewAGL (ACT)	02 6248 3311 (Credit Dept – Harvey Escribano)	02 6248 3305	harvey.escribano@ actewagl.com.au	Credit Department ACTEWAGL GPO Box 366 Canberra ACT 2601	
AGL Energy	1300 303 531 (Credit Assistance) 1300 659 925 (Financial Counsellors)	03 8633 6303  1300 660 245	Ask for individual officer address.	Credit Assistance AGL Energy 16/120 Spencer St. Melbourne Vic 3000	
Country Energy	1800 651 705 (Country Support)	02 6338 3933	countrysupport@ countryenergy.com.au	Country Support Country Energy PO BOX 718 Queanbeyan NSW 2620	
Energy Australia	1300 309 016 (Community Workers Line – Energy Assist)	02 9272 3802	energyassist@ energy.com.au	Energy Assist Energy Australia GPO Box 4009 Sydney NSW 2001	
	1300 723 492 (Customers – Energy Assist)				
Ergon Energy	Keeping Customers Connected 1310 46 1800 670 352		keepingcustomersconnected@ ergon.com.au		Barbara Reed 07 4921 6054 Marg Gould 07 4921 6005 Adam Sleeman 07 4921 6006 Janice Millman 07 4921 6007
Integral Energy	02 9853 6728 (Inpower programme)	02 9853 5184	steve.dooley@integral.com.au (Steve Power, Manager)	Customer Care Inpower Integral Energy PO Box 6366 Blacktown NSW 2148	



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Name	Phone	Fax	Email	Address	Other Information
Lumo Energy (Formerly Victoria Energy, SA Electricity, Qld Electricity, NSW Electricity)	1800 052 440 (Credit Management Department) 1800 989 321 (EASE Team) (Hardship Relief Team)	1300 136 891	ease@lumoenery.com.au	EASE Team, LUMO Energy, Level 1, 565 Burke St., Melbourne VIC 3000	state addressed: Credit Management Departments: LUMO(Qld Office), GPO Box 38, Brisbane Q4001 LUMO(Vic Office) PO Box 1519, Box Hill, VIC 3128 LUMO (SA Office) GPO Box 2940, Adelaide SA 5001
Origin Energy	'Power On' 1800 626 320 (Community Liaison Team) This number is for Financial Counsellors only.	08 8415 8998	communityliaison@originenergy.com.au	Community Liaison Department Origin Energy GPO Box 1199 Adelaide SA 5001	
Power and Water Corp. (N.T.)	1800 245 092 (Ask for Credit Control Dept)	08 8980 0748		Credit Control Power and Water Corp. GPO Box 3596 Darwin NT 0801	
TRUenergy	1800 558 643 (Customer Welfare Team)	03 8628 1680		Customer Welfare Team TRUenergy Locked Bag 14060 Melbourne City Mail Centre Vic 8001	



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Name	Phone	Fax	Email	Address	Other Information
<b>Regulators, Government Agencies</b>					
ASIC (Australian Securities and Investments Commission)	1300 300 630	03 5177 3749	<a href="mailto:infoline@asic.gov.au">infoline@asic.gov.au</a>	PO Box 9149 Traralgon Vic 3844	<a href="http://www.asic.gov.au">www.asic.gov.au</a>
Australian Taxation Office	Debt Hardship Hotline (FCs only) 1300 788 347	08 9268 5566			General phone no.: 132 861
Centrelink - Debt Recovery Unit	13 63 00				General phone no.: 136 150
Child Support Agency	Hotline for financial counsellors only: 1800 629 977  General line is: 131 272	1300 309 949	<a href="mailto:parentsupportservices@csa.gov.au">parentsupportservices@csa.gov.au</a>		<a href="http://www.csa.gov.au">www.csa.gov.au</a> The hotline operates from 8.30 am to 4.45 pm Mon-Fri in all Australian time zones
Insolvency and Trustee Service Australia (ITSA)	For Financial Counsellors: 1300 364 785, wait for recorded music to start playing, and then press "9" Available 8.30am to 5.00pm Monday to Friday across all Australian time zones				If there are any difficulties in accessing the service, please ring Garry Crane the Insolvency Information Service manager in Adelaide on 08 8112 4338



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Name	Phone	Fax	Email	Address	Other Information
<b>Ombudsman</b>					
COSL (Credit Ombudsman Ltd)	1800 138 422	02 9273 8440		PO Box A252 SYDNEY SOUTH NSW 1235	www.creditombudsman.com.au
Financial Ombudsman Service	1300 78 08 08	03 9613 6399	info@fos.org.au	GPO Box 3 Melbourne Vic 3001	www.fos.org.au
Telecommunications Industry Ombudsman	1800 062 058  Indigenous Hardship Team : Vaughan Williams - 03 8600 8337	1800 630 614		PO Box 276 Collins Street West VIC 8007	www.tio.com.au Interpreter: 131 450
<b>Debt Collectors</b>					
ACM	Financial counsellors ring Clodagh Laigre: (02) 80619467	Compliance Fax (02) 92640289	claigre@acmgroupp.com.au		General number : 1300 558 830 Oliver Berry (Clients) (02)80619466 oberry@acmgroupp.com.au
Baycorp	Jennifer Sirl(Senior Resolution Officer): 02 98062526				General number : 1300 558 830
Creditcorp	General Customer Service : 1800 221 414  Dispute Resolution: 1300 768 261	02 9347 3650	info@creditcorp.com.au  Dispute Resolution: customer@creditcorp.com.	GPO Box4475, Sydney,	For escalation of matters:  Laura Pringle Customer Experience Manager Email lpringle@creditcorp.com.au Phone 02 8114 3562 Fax 02 9347 3650



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Name	Phone	Fax	Email	Address	Other Information
Lion Finance/ Collection House	For financial counsellors only: Compliance Dept: Greg Thompson 07 3292 1049 Others in the department are Vanita Vidal 07 3017 3013 Richard Pammenton 07 3225 0045 Compliance Dept freecall: 1800 17 33 55	07 3831 6655	greg.thompson@collectionhouse.com.au vanita.vidal@collectionhouse.com.au richard.pammenton@collectionhouse.com.au complaints@collectionhouse.com.au privacy@collectionhouse.com.au	PO Box 2247, Fortitude Valley BC QLD 4006	General phone no: 07 3292 1000 Public Access Unit Freecall: 1800 33 02 11



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<b>Consumer Organisations</b>					
Consumer Action Law Centre	For Vic financial counsellors to get legal advice : 03 9602 3326		advice@consumeraction.org.au		For financial counselling queries: call MoneyHelp on 1800 149 689 or advice@moneyhelp.org.au and put WorkerQuery in the subject line (response by COB)
Consumer Credit Legal Service NSW	For Financial Counsellors in NSW, Tasmania, Northern Territory and South Australia to get legal advice 1800 650 084				
Insurance Law Service (part of the Consumer Credit Legal Centre NSW)	1300 663 464				Free legal service to consumers and advocates from anywhere in Australia. Operates 9.30 am - 4.30 pm.
Legal Aid Queensland	3238 3232 - to book a client into an advice session  To speak to one of us directly  Loretta Kreet 3238 3015 Catherine Uhr 3238 3940 Paul Holmes 3227 7124				
<b>Other</b>					
Small Business Support Line (Federal Government)	1800 777 275				Monday to Friday, 8am to 8pm AEST