

# Debt recovery process.

## Borrower information.

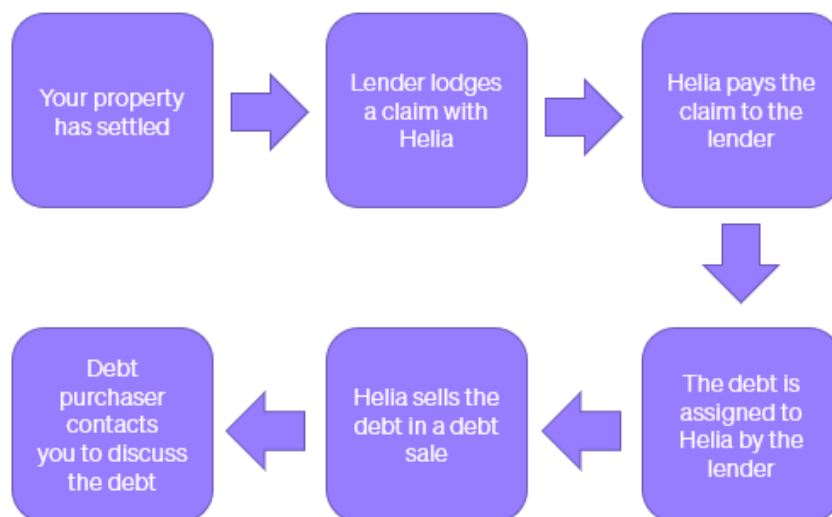


### Your property has been sold with a shortfall. What happens now?

Once your property is sold with a shortfall debt (debt), the lender submits a Lenders Mortgage Insurance (LMI) claim, and the outstanding debt is assigned to Helia. The timeframe from when settlement occurs and when the debt is assigned to Helia will vary depending on your lender's processes. However, if you have any queries, Helia can be contacted at any stage to discuss the recovery process.

Helia may sell the shortfall debt as part of a debt sale to a debt buyer. The debt purchaser will contact you to discuss the debt and options for repayment.

The below map shows the current process for shortfall debt recovery:



### Standards for recoveries

We, as well as our debt buyer, will comply with the debt collection guideline published by the Australian Competition and Consumer Commission and the Australian Securities and Investments Commission.

We, as well as our debt buyer, are required to:

- (a) Understand the financial hardship requirements in the General Insurance Code of Practice (the code)
- (b) Receive training to help identify whether you might need financial hardship support.

If we or our debt buyer communicates with you about money owed, then that communication will identify Helia as the insurer and will specify the nature of the claim against you. This communication will provide you with information to show that the amount being sought from you is fair and reasonable, which may include information on the relevant loss and the evidence we relied on when we calculated the amount.

This communication will also include information about the financial hardship process and the contact details to enable you to contact us or our debt buyer to discuss financial hardship support, including if you have any questions.

### **Independent assistance**

If you require independent assistance, then there are free services available through the following avenues:

- (a) the [Australian Financial Complaints Authority \(AFCA\)](#) who independently assists consumers and small businesses to make and resolve complaints about financial firms
- (b) [Financial Counselling Australia \(FCA\)](#) or the National Debt Helpline 1800 007 007 for a referral to a not for profit, free financial counselling.

If you require further information on the General Insurance Code of Practice (the Code) this can be accessed on the [Code of Practice website](#).

### **For more information, contact:**

- Customer service centre 1300 661 118 (option 2)
- [RecoveriesAU@helia.com.au](mailto:RecoveriesAU@helia.com.au)