

June 2016

Below are contacts for some of our members, including the top four banks, to request a hardship variation.

ANZ

Customer Connect - [website](#)

- Call – 1800 252 845 (9am - 6pm AEST, weekdays)

Citibank

Debt Management Solutions Team – [website](#)

- Call 1800 722 879 (9am to 5pm AEST, weekdays)

Commonwealth Bank

Customer Assist Team – [website](#)

- Call 1300 720 814 (8am to 9pm weekdays, 9am to 2pm Saturdays)

Customer Representatives

- Call 1300 993 258

Latitude Financial Services / GE Money

Hardship Department - [website](#)

- Call 1800 220 718 (8am - 5pm AEST, weekdays)

National Australia Bank

NAB Care - [website](#)

- Call 1800 701 599 (8am - 8pm weekdays, 9am-1pm Saturdays AEST/AEDT)

Westpac

Westpac Assist - [website](#)

- Call 1800 067 497 (8.30am-7.30pm weekdays, 9.30am-5.00pm Saturdays)