



PAYMENT ARRANGEMENTS

FACT SHEET



ABOUT US:

Your Budget Wizard is a debt mediation service that specializes in budgeting for households to get you out of debt and on the path to financial freedom. Our App means that you have control of your finances at the touch of a button. Our Alerts stop you overspending and keep you on track.

Our real time app keeps you in control of your money. The wizard helps you to stop stressing and start living.

Are you behind with your bills?



If you are behind in paying your bills and struggling to keep up, then you should consider making a payment arrangement. It is better to make a payment arrangement that suits you rather than extending your credit and digging yourself a deeper hole.

Most companies will be happy to make a realistic payment arrangement to ensure they are paid the overdue amount on your account. It is important to communicate if you have a payment issue or billing dispute.

Tips

- Don't delay and wait to contact your phone or electricity and gas provider after the due date. Make contact prior to the due date. Remain calm and explain your circumstances and explain that you are wanting to set up a payment arrangement and offer a repayment plan that is within your budget.
- Make notes of the conversation, the date, time and person you spoke to and a summary of the payment arrangement that was agreed upon. Request that the payment arrangement be outlined in an email to you.
- If you budget regular payments for your phone and utility accounts, you can avoid getting into trouble with overdue bills and the associated stress.
- If your utility or phone provider won't create a payment plan or you are having a dispute, call Complaints Group, complaint mediators on 1300 151 621 or email info@complaintsgroup.com.au.

Phone Bills

Phone and internet services are usually billed monthly and, when your income is reduced, you may find it a struggle to pay them on time. Both phone and internet services are essential for many households.

Phone and internet service providers are obliged to help customers encountering financial hardship. Most services providers will allow an extension of time on your bill if you let them know about your circumstances.

If you can't pay your bill because of financial hardship, your service provider can only disconnect your service after they have done all of the following:

- Advised you that they may disconnect your service if you don't pay
- Discussed your repayment options
- Given you at least seven days notice of their intention to disconnect your service
- Informed you of the earliest date upon which disconnection will occur. If any of these requirements have not been satisfied and you are disconnected

If these requirements are not met and your service has been wrongly disconnected, you can contact a complaints mediation company, Complaints Group on 1300 151 621 or email

info@complaintsgroup.com.au.

Saving Money

Your service provider may provide you with the following options to control your debt:

- A more competitive plan
- A payment plan that you can make regular payment on
- Restricting your phone plan to incoming calls (you can make emergency calls only)
- A more regular billing cycle

Utility Relief Grant

There are a number of State, Territory or Federal-based utility relief schemes that are available to people who are struggling with paying their bills. While each scheme has its own eligibility requirements, they are generally only available to people who receive a Centrelink payment, or hold a Health Care or Concession Card.

To find out what utility relief scheme you may be eligible for, check on the back of your utility account, with your utility supplier direct.

If you are being paid a Centrelink benefit or pension or hold a Health Care Card or Concession Card make sure you take advantage of any eligible discounts/concessions displayed on your electricity, water or gas bill. Many services provide concession for Health Care Card holders so make sure to ask if any discounts apply.

Budgeting will help you analyse your spending habits and ensure you are aware of what bills are due for payment and your budgeted income and expenses. Your Budget Wizard has an app that

Is easy to use and allows you to track your finances real time at the touch of a button. Visit our website for more details.

