



### St.George support for customers financially impacted by the collapse of Storm Financial

St.George has a dedicated team of specialists who are available to talk with customers experiencing financial difficulty during unforeseen circumstances, like the collapse of Storm Financial known as “**St.George Assist**”

**St.George Assist** is a team specialising in finding solutions for both consumer and small business customers experiencing financial hardship. St.George Assist consultants assess customers’ individual circumstances, and provide personalised assistance, information and solutions to help customers manage their financial obligations during their time of financial need.

St.George Assist seeks to help customers who believe they will have trouble meeting their financial obligations in the near future, as well as those customers who have already fallen into arrears.

The Assist consultants work with our customers to establish a framework of the customer’s current financial position, and their future plans for their financial position. All options are considered given the customer’s financial obligations, and a solution is tailored to suit the individual needs of each customer. These options are all discussed with the customer, and the most suitable option that will best improve their current and future financial position is agreed.

St.George customers who are experiencing financial problems can call the **St.George Assist team on 1800 629 795 or ask for information on the service at their local branch.** The Assist service is available **Monday to Friday 8am to 5pm EST.**

### **IMPORTANT INFORMATION WHEN YOU CALL**

It is important that you advise the St.George consultant that you have been financially impacted by the collapse of Storm Financial so can be directed to the most appropriate person to assist you.

For more information please visit [stgeorge.com.au/about-us/our-policies](http://stgeorge.com.au/about-us/our-policies).