

We know life can at times be challenging and it's important to be able to speak with people who can help through these situations. If you are having financial difficulty and need to get in touch with the right people at your lender for support, please find the best contact details below.

Alternatively, contact us directly to see how we can assist on (02) 4925 1080 or email

joel@ascension.finance



Lender	Customer Support	Web link - financial hardship	Web link - COVID-19 support	Business Support
AMMF	1300 651 982			
AMP	1300 130 191	Financial hardship		13 30 30
ANZ	1800 252 845	Financial hardship	COVID-19	1800 252 845
	1800 351 548 (COVID)			
Auswide Bank	1300 077 969		COVID-19	
Bank of China	1800 095 566	Financial hardship		1800 095 566
Bank of Melbourne	1300 630 266	Financial hardship	COVID-19 personal	1300 630 266
			COVID-19 business	
Bank of Queensland	1300 557 272	Financial hardship	COVID-19	1800 079 866
Bank SA	1300 369 415	Financial hardship	COVID-19	1800 679 461
Bankwest	1300 134 107	Financial hardship	COVID-19	137 000
Bendigo & Adelaide Bank	1300 652 146	Financial hardship	COVID-19	1300 652 146
Better Choice Home Loans	1300 334 336			
Bluebay Home Loans	1300 258 229	Financial hardship		
Bluestone	132 583	Financial hardship	COVID-19	
BT Financial Group	1300 553 764	Financial hardship		
Capital Finance	1300 300 309		COVID-19	
CHL Advance	1300 781 043	Financial hardship		
CHL Essentials	1300 543 558	Financial hardship		
CHL Select	1300 650 259	Financial hardship		
CHL Solutions	1800 356 383	Financial hardship		
CHL Smart Options	1300 368 908	Financial hardship		
Citibank	1800 722 879	Financial hardship	COVID-19	1800 722 879

Lender	Customer Support	Web link - financial hardship	Web link - COVID-19 support	Business Support
Commonwealth Bank	1300 720 814	Financial hardship	COVID-19	13 26 07
First Mac	131 220 (option 3)			
Gateway Bank	1300 302 474	Financial hardship		
Heritage Bank	131 422 (24/7 hotline)	Financial hardship	COVID-19	
HomeStart Finance	1300 636 878	Financial hardship	COVID-19	
IMB Bank				
ING	1300 349 166	Financial hardship		133 464
Judo Bank	135 836		COVID-19	
Keystart Home Loans	1300 578 278	Financial hardship	COVID-19	
La Trobe Financial	138 010			
Latitude Financial Services	1800 220 718	Financial hardship		
LJ Hooker Home Loans	1300 515 200			
Loan Ave	1300 562 628			
Macquarie Bank	1300 363 330	Financial hardship	COVID-19	1800 620 673
ME Bank	131 563	Financial hardship	COVID-19	
Metro Finance	1300 362 627			
MKM Capital	1300 762 621			
My State				
NAB	1800 701 599	Financial hardship	COVID-19 personal	131 012
	132 265 (home loan)		COVID-19 business	
Newcastle Permanent	131 987		COVID-19	
OnDeck	1800 018 509			
P & N Bank	1300 591 276	Financial hardship		
Paramount Mortgage Services	1300 799 399			
Pepper Money	1800 356 383	Financial hardship	COVID-19	
Prospa		Email here		
Resimac	1300 793 741	Financial hardship	COVID-19	
St. George Bank	1800 629 795	Financial hardship	COVID-19	1800 629 795
Suncorp Bank	1800 225 223	Financial hardship	COVID-19	1800 225 223

Lender	Customer Support	Web link - financial hardship	Web link - COVID-19 support	Business Support
Teachers Mutual	131 221 1800 862 265 (COVID)	Financial hardship	COVID-19	
Thorn Business Financial	1800 623 611	Email here		
Virgin Money	1800 701 997	Financial hardship		
Westpac	1800 067 497 132 032 (personal)	Financial hardship	COVID-19	1800 067 497 132 142
National Debt Hotline	1800 007 007			
Moneysmart	131 450 (interpreter service) 1800 555 660 (hearing impaired)	Moneysmart website	COVID-19	
Lifeline	131 114 0477 131 114 (text:1800 - 0000 AEST)	Lifeline website		
Beyond Blue	1300 224 636	Beyond Blue website		