

Request for further information and/or verifying documents (s 16(3)-(7))

[on Centra Networks Pty Ltd (ACN 107228937) letterhead]

[date]

[insert customer account number]

Dear **[customer name]**,

Thank you for your application for financial hardship assistance.

In order to assess your eligibility, we require the further following information and/or documentation:

[insert]

Please note that we are only requesting information/documentation that is strictly necessary for us to conduct our assessment of your eligibility for financial hardship assistance, and we will only retain the information/documentation while we complete our assessment. We will ensure that we keep the information/documentation safe by only allowing access or use by authorised personnel. The information/documentation will be kept electronically in our cloud hosted file system, which is password protected.

We will use this information/documentation as the basis for our assessment of your eligibility to receive financial hardship assistance. **[In our assessment, we may also consider other information including, [insert other information]]**. We may be unable to complete our assessment if you do not provide us with the information/documentation or if you provide false, inaccurate or misleading information/documentation. In those circumstances we may cancel our assessment of your application, in which case, you will be unable to receive financial hardship assistance from us.

The requested information and documentation can be provided to us via:

- email to **[Email Address]**;
- our online website form at <https://www.centra.com.au/>;
- post or physical delivery to Suite 1 / 200 Barry Pde FORTITUDE VALLEY QLD 4006; or
- please contact the Financial Hardship Team by telephone to 1300 136 410 (from 9:00am to 5:00pm Australian Eastern Standard Time on business days) if you have special needs and require another method of providing information or documentation.

You can also arrange to present any written information/documentation to our authorised personnel in person, by contacting us at 1300 136 410 (from 9:00am to 5:00pm Australian Eastern Standard Time on business days).

Information and documentation requested in a written form to support your application can be presented to and sighted by personnel who are authorised to sight such information and documentation by submitting it via one of the above methods, by showing it to them in our office or by showing it to them during an online videoconference.

To discuss this request, please contact us at 1300 136 410 (from 9:00am to 5:00pm Australian Eastern Standard Time on business days).

Kind regards,

Centra Networks Pty Ltd