

The Mortgage Stress Handbook is now available online at www.legalaid.nsw.gov.au/mortgagestresshandbook/



You can order printed copies of both this brochure and the handbook from Legal Aid NSW Publications Unit on 9219 5028 or email: publications@legalaid.nsw.gov.au or visit the Legal Aid NSW website: www.legalaid.nsw.gov.au/pubsonline



Translating and Interpreting Service (TIS)

Provides free interpreters for people who do not speak English. They can help you talk to LawAccess NSW in your language. (24 hours a day/7 days a week) www.immi.gov.au



Hearing/speech impaired TTY or NRS

If you are hearing/speech impaired, you can contact us on TTY 9219 5126 or via the National Relay Service (NRS) on 133 677.

WHERE CAN I GET MORE HELP?

Legal Aid NSW

Phone LawAccess NSW on 1300 888 529 for your nearest legal aid office
www.legalaid.nsw.gov.au

LawAccess NSW 1300 888 529

Free legal help over the phone
www.lawaccess.nsw.gov.au

Credit and Debt Hotline 1800 808 488

Free financial counsellors
www.cclcnsw.org.au

Consumer Credit Legal Centre 1800 808 488

A Community Legal Centre that provides free legal advice and assistance
www.cclcnsw.org.au

Financial counsellors 1800 808 488

Information about your nearest counsellor
www.financialcounsellors.asn.au

Mortgage Assistance Scheme 1800 806 653

Provides money to help with your mortgage repayments so long as you are eligible
www.housing.nsw.gov.au



Legal Aid
NEW SOUTH WALES

Legal Aid
NEW SOUTH WALES

ARE YOU HAVING PROBLEMS WITH YOUR HOME MORTGAGE?



There are things you can do

Are you having these sorts of problems?

- ▶ Trouble keeping up mortgage payments
- ▶ Been sick or lost your job and fell behind with mortgage payments
- ▶ Received a default notice from the lender or some other official document like a Statement of Claim
- ▶ The sheriff has sent you a Notice to Vacate your home
- ▶ You think you have been the victim of a scam or some other unlawful behaviour in relation to your mortgage



DO SOMETHING NOW.

ITS IMPORTANT TO ACT EARLY. Mortgage problems get worse with time. It is never too late (or too early) to do something. Get advice as soon as you can.

Act now—don't delay

You can get free legal advice or advice from a financial counsellor to help you decide what is your best option. Here are some things you might be able to do:

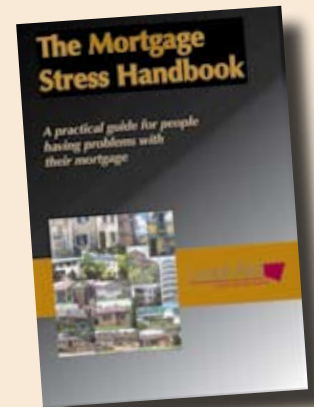
- You can always talk to your lender about varying or reducing your payments, or negotiating some other solution
- If you meet certain criteria, and your lender does not agree to vary or reduce your payments, you can apply for a hardship variation to a court or tribunal
- Apply for financial assistance from the Mortgage Assistance Scheme (check to see if you meet the criteria)
- Make a claim under your superannuation insurance policy
- Apply for an early release of your superannuation (legal or financial counselling advice is highly recommended before pursuing this option)
- Apply to an External Dispute Resolution scheme (EDR) if you and your lender cannot agree on a solution. Most lenders are part of an EDR scheme. They are free (for you) and reasonably quick. Once you are in EDR the lender cannot take any legal action against you until the dispute is resolved
- Take legal action against your lender if appropriate (get legal advice first)
- Sell your home

Where to find help

A number of organisations provide free legal and/or financial counselling advice such as Legal Aid NSW and the Consumer Credit Legal Centre. To find the right service for you call LawAccess NSW on 1300 888 529. See back page for additional contacts.

The ***Mortgage Stress Handbook*** is a free publication by Legal Aid NSW produced to assist people having problems with their mortgage.

It is a user friendly guide, which explains the options that are available and where to get more help if needed.



The Handbook includes:

- ✓ **Your options if you are having problems with your mortgage**
- ✓ **How to obtain a variation to your home mortgage payments if you are in financial hardship**
- ✓ **How to ask for a stay in the Supreme Court if your home is about to be repossessed**
- ✓ **Sample documents**