



Kogan Mobile FH policy (update) (current version [found here](#))

Financial hardship for Kogan Mobile services.

We understand that life can take unexpected turns. If you're facing financial hardship with your Kogan Mobile service, we're here to help.

Financial hardship can happen for many reasons including loss of income or property, sudden illness or injury, change of family circumstances or as a result of natural disasters such as COVID-19, bushfire, flood, earthquake or drought. It can affect your financial situation for a short while or you may need assistance for longer. If your ability to make a payment has been impacted, please let us know. It's best to discuss financial hardship assistance right away, so we can help you sooner.

How we can help.

If you're experiencing financial hardship and are unable to pay for your service, call our Customer Care team on 1300 056 426 (available 8am - 8pm, 7 days a week).

Our Customer Care team will not require any formal financial information from you. Based on the information you choose to provide, they will work with you to determine the right solution to suit your financial situation.

What are my options?

Our Customer Care team will work with you to determine how best to assist you. As a prepaid provider, some of the solutions we offer are:

- No late or cancellation fees
- Spend controls via self service
- Transferring to an alternative low cost prepaid plan

Where can I get further help?

If you need more assistance, you can call the National Debt Helpline on 1800 007 007 to get free and independent advice from a financial counsellor over the phone. They are available between 9.30am-4.30pm from Monday to Friday. You can also find a financial counsellor in your local area [online](#).

Here are other resources and organisations that you might find useful.

- [National Relay Service](#) (1800 555 660)
- [Translating and Interpreting Service](#) (131 450)



- [1800 Respect](#) (1800 737 732)
- [Kids Helpline](#) (1800 55 1800)
- [Lifeline](#) (13 11 14)
- [Beyond Blue](#) (1300 224 636)
- [Department of Human Services](#)
- [MoneySmart](#)
- [Gambler's Help](#)
- [Mensline](#) (1300 789 978)

Additional information

My service has been restricted or disconnected. What should I do?

Call our Customer Care team on 1300 056 426 (available 8am - 8pm, 7 days a week) to discuss your situation. We're here to help.

How can I make a Financial Hardship complaint?

Your feedback is important to us. If you're not happy with our products or service, we'd like to know.

You can find our complaint handling process [here](#).

3G Network Closure

If your mobile handset is impacted by the 3G network closure and you are experiencing financial hardship, please contact us for assistance by calling **1300 056 426**. A range of financial hardship assistance options are available to help you stay connected, including free, low cost, no cost or subsidised handsets. You can find further information about the 3G network closure and if your handset is affected on our support page [here](#).