### HARDSHIP CONTACTS as at 26 March 2020

Email [merv@fincap.org.nz](mailto:merv@fincap.org.nz) if you encounter issues advocating for your clients.

Stakeholders are reporting 2-3 working days to deal with enquiries at this time.

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| **Government** | | |
| Work and Income | Kaye.Maksimov001@msd.govt.nz |  |
| Kāinga Ora (formerly known as Housing New Zealand) | 0800 801 601 | Continue to use until further notice |
| IRD | 0800 473 566 | Across all our phone lines we have up front messaging for customers who are impacted by COVID to contact, which includes customers in relation to financial hardship with IR. All the subsidies are administered via MSD |

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| **Private sector** | | |
| **Banks** | | |
| ANZ | [financialmentorsupport@anz.com](mailto:financialmentorsupport@anz.com) |  |
| ASB | [financialmentor@asb.co.nz](mailto:financialmentor@asb.co.nz) |  |
| BNZ | [FincapEnquiries@bnz.co.nz](mailto:FincapEnquiries@bnz.co.nz) |  |
| Kiwibank | [customercare@kiwibank.co.nz](mailto:customercare@kiwibank.co.nz) | Additionally, there is a contact form on the KiwiBank website: <https://www.kiwibank.co.nz/contact-us/support-hub/coronavirus-updates/financial-support/> |
| Westpac | [Financial\_solutions@westpac.co.nz](mailto:Financial_solutions@westpac.co.nz) |  |
| SBS | [merv@fincap.org.nz](mailto:merv@fincap.org.nz) | Please email Merv first |
| **Financial Services Federation (FSF) members** | | |
| AA Finance | financialmentor@aamoney.co.nz |  |
| Asset Finance | financialmentor@assetfinance.co.nz |  |
| Avanti Finance | financial mentor@avantifinance.co.nz |  |
| BMW Finance | hardship@bmw.co.nz |  |
| Community Financial Services | financialmentor@cfsfinance.co.nz |  |
| DTR | financialmentor@dtr.co.nz |  |
| European Financial Services | financialmentor@europeanfinance.co.nz |  |
| Finance Now | financialmentor@financenow.co.nz |  |
| FlexiGroup (FlexiCards) | customersupport@flexicards.co.nz |  |
| Future Finance | financialmentor@futurefinance.co.nz |  |
| Go Car Finance | financialmentor@gocar.co.nz |  |
| Home Direct | financialmentor@homedirect.co.nz |  |
| Instant Finance | financialmentor@if.co.nz |  |
| Latitude Financial | latitudeassistance@latitudefinancial.com |  |
| Metro Finance | financialmentor@metrofinance.co.nz |  |
| Mitsubishi Finance | mmassist@mmfinserv.co.nz |  |
| Motor Trade Finance (MTF) | info@mtf.co.nz |  |
| Nissan Finance | nfassist@nissan.co.nz |  |
| Oxford Finance | financialmentor@oxford.co.nz |  |
| Pepper Money | financialmentor@pepper.co.nz |  |
| Personal Loan Corp | financialmentor@plcorp.co.nz |  |
| Pioneer Finance | financialmentor@pioneerfinance.co.nz |  |
| Skyline Finance | scfassist@skylinecarfinance.co.nz |  |
| South Pacific Loans | customercar@splnz.co.nz |  |
| Thorn Finance | financialmentor@thornfinance.co.nz |  |
| Toyota Financial Services | financialmentor@tfs.co.nz |  |
| Turners Finance | financialmentor@turners.co.nz |  |
| **Telecommunications** | | |
| Spark | [Wayne.Stechman@spark.co.nz](mailto:Wayne.Stechman@spark.co.nz)  027 437 2781 | Wayne Stechman  Collections Manager |
| **Electricity retailers** | | |
| Black Box Power | [manjula.devakumar@pulseenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Contact Energy | [credit@contactenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Electra Energy | [manjula.devakumar@pulseenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Energy Online | [paymentscrew@genesisenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Genesis | [paymentscrew@genesisenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Globug | [Mike.Turner@mercury.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Grey Power | [manjula.devakumar@pulseenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Just Energy | [manjula.devakumar@pulseenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Mercury | [heretohelp@mercury.co.nz](mailto:heretohelp@mercury.co.nz) | CC to helen.tua@mercury.co.nz |
| Meridian | [credit@meridianenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Nova | [creditsolutions@novaenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Pioneer Energy | [manjula.devakumar@pulseenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Powershop | [recoveries@powershop.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Pulse Energy | [manjula.devakumar@pulseenergy.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Trustpower | [collectionsqueries@trustpower.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |
| Wise Prepay | [joy.paki@wiseprepay.co.nz](mailto:paymentscrew@genesisenergy.co.nz) |  |