

HARDSHIP CONTACTS as at 26 March 2020

Email 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.

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

Private sector		
Banks		
ANZ	financialmentorsupport@anz.com	
ASB	financialmentor@asb.co.nz	
BNZ	FincapEnquiries@bnz.co.nz	
Kiwibank	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	
SBS	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	financialmentor@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	massist@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 027 437 2781	Wayne Stechman Collections Manager
Electricity retailers		
Black Box Power	manjula.devakumar@pulseenergy.co.nz	
Contact Energy	credit@contactenergy.co.nz	
Electra Energy	manjula.devakumar@pulseenergy.co.nz	
Energy Online	paymentscrew@genesisenergy.co.nz	
Genesis	paymentscrew@genesisenergy.co.nz	
Globug	Mike.Turner@mercury.co.nz	
Grey Power	manjula.devakumar@pulseenergy.co.nz	
Just Energy	manjula.devakumar@pulseenergy.co.nz	
Mercury	heretohelp@mercury.co.nz	CC to helen.tua@mercury.co.nz
Meridian	credit@meridianenergy.co.nz	
Nova	creditsolutions@novaenergy.co.nz	
Pioneer Energy	manjula.devakumar@pulseenergy.co.nz	
Powershop	recoveries@powershop.co.nz	
Pulse Energy	manjula.devakumar@pulseenergy.co.nz	
Trustpower	collectionsqueries@trustpower.co.nz	
Wise Prepay	joy.paki@wiseprepay.co.nz	