

## APPLYING FOR A FINANCIAL HARDSHIP OR HOME PURCHASE WITHDRAWAL UNDER THE TOI TUPU SCHEME

### 1 Making an application

- 1.1 If you are 18 years or older and require your savings at any time, for financial hardship or home purchasing, you may apply to Ngati Whatua Orakei Whai Rawa Limited (“Whai Rawa”) to withdraw your savings.
- 1.2 To apply for a withdrawal under these terms, you need to:
- (a) make an application in writing;
  - (b) stating the amount you are applying to withdraw; and
  - (c) explain your reason(s) for the application.
- 1.3 Under the terms of the Trust Deed, depositors under the age of 18 will not be able to access their savings until they have reached 18 years of age.

### 2 What Whai Rawa will do

- 2.1 In the event Whai Rawa receives a completed application from you, then Whai Rawa aims to:
- (a) within 3 working days, send a written receipt or acknowledgment to you;
  - (b) within 5 working days after receiving the application, send a written request to you for any further information relevant to the application; and
  - (c) within 10 working days after receiving the application, provide written notice advising whether the application has been approved or declined (in the event an application is declined, Whai Rawa will also provide their reasons for declining).

- (d) once accepted, make payment within 10 working days after confirmation.

### **3 What Whai Rawa will consider**

3.1 In considering an application, Whai Rawa will have regard to:

- (a) whether the amount you apply for is appropriate in the circumstances;
- (b) whether there are other means of support to address the source of the financial hardship (Ngati Whatua Orakei Health Insurance, HomeStart Grant); and
- (c) any other considerations Whai Rawa considers relevant.

### **4 Example financial hardship criteria**

4.1 The following are examples of the types of situations that Whai Rawa will have regard to in considering a financial hardship application:

- (a) an inability to meet minimum living expenses;
- (b) an inability to meet mortgage repayments resulting in the mortgagee seeking to enforce the mortgage;
- (c) the cost of modifying a residence to meet special needs arising from a disability of you or a dependant;
- (d) the cost of medical treatment for an illness or injury of you or a dependent;
- (e) the cost of palliative care for you or a dependant;
- (f) the cost of a funeral for a dependant;
- (g) you suffer a serious illness.