

Repayment Difficulties

If you have any concerns about your financial situation, talk to us sooner rather than later or there is a risk that your debt might escalate further.

Financial Support Options available to you.

Help from the Government.

We recommend you check what financial support is available from the Government. They may be able to help with essential living costs, and urgent or unexpected costs, if you've lost your job, your hours have been reduced or you are unable to work at the moment.

Help from your insurance.

Some insurance policies may provide cover if your income has been impacted. We suggest talking to your insurer if you're uncertain about the cover you have.

Help from BMW.

Your financial wellbeing is important to us. We have a range of financial support options for customers who are experiencing financial difficulty. Please contact us on (09) 573 2533 or collectionnz@bmw.co.nz.

Financial Hardship

If you are experiencing significant financial hardship, you may be eligible for Financial hardship assistance.

How we may be able to help:

- Reduce your payments
- Defer your payments
- A combination of both reducing and deferring your payments.

Note that by reducing or deferring your payments (or by doing both), you will probably end up paying more in the long term for the loan because interest will accrue normally in the meantime and/or because your loan term has been extended.

If you are not eligible for financial hardship assistance, still get in touch with us as we may be able to assist in some other way.

Other tools and support



Sorted

Free and impartial information, calculators, and budgeting tools to help you manage your money.

www.sorted.org.nz



MoneyTalks

A confidential helpline service to provide free budgeting advice by phone, text, chat, or email.

moneytalks.co.nz



Citizens Advice Bureau

Free advice and information about your rights, and access to services you may need.

cab.org.nz

Small Print

BMW Credit, lending, and other criteria apply depending on the type of help required.

References to third party websites are provided for your convenience only. BMW accepts no responsibility for the availability or content of such websites.