

Client Journey

Anna

68 years old

Age Pension

Diagnosed with
Motor Neuron Disease

Overall debt \$14000

Debt on a credit card with interest accruing (accumulated over several years)

No assets

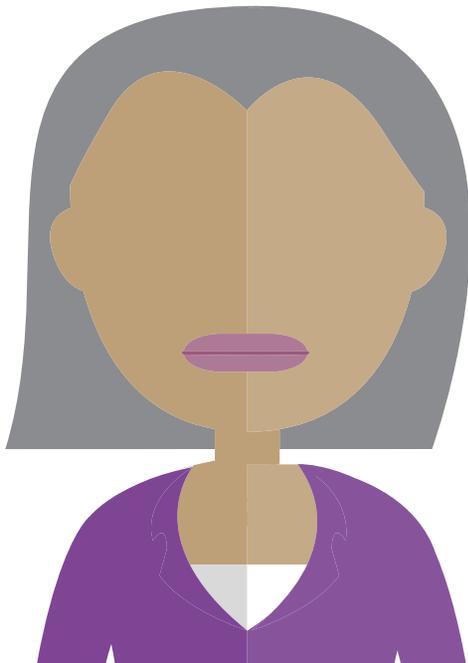
Cycle of debt

Anna makes repayments but then relies on the credit card for her basic living costs.

Anna is in financial stress

Repayments on the credit card were \$250 per month. Approximately 26% of her income.

Time to clear debt, 100 years



Outcomes

- Better Money Management Skills
- Reduced Financial Stress
- Debt waived

Financial Counsellor prepared a budget and discussed options

Anna is confident she can better manage her spending

FC applied to the bank for debt relief on compassionate grounds