

## Financial Hardship support

### AMP partnering with Good Shepherd

As part of AMP's hardship support program for our clients during times of need, AMP is proudly partnering with Good Shepherd to bring additional help to those who need it most.

#### About Good Shepherd

Good Shepherd work with the community to address critical issues to help people feel safe, well connected and economically empowered. They aim to support those struggling with their finances before they find themselves in a financial crisis.

#### How they can help you

If you are experiencing financial hardship, have difficulty managing your money or you're feeling vulnerable at home and would like extra support, here are some of the services Good Shepherd offer to help you address the root cause of what may be leading to financial hardship.



#### Financial counselling

It's a free, confidential service if you are experiencing financial hardship and difficulty paying bills and managing debt as a result of relationship breakdowns, mental health issues, financial abuse, financial overcommitment or poor money management.



#### Support services

To help you and/or your family cope in tough times and increase your choices and opportunities in life. Services include access to social workers and community programs plus links to vital services if required, including support for family violence, mental health issues and economic abuse.



#### Phone support

AMP clients experiencing hardship can be connected to Good Shepherd financial wellbeing experts, including financial counsellors. With their support, you can learn how to manage debt, understand your options and make informed decisions about your finances.

You can contact Good Shepherd through the AMP dedicated phone 1300 054 500 to discuss your needs, 9am–5pm Sydney time.<sup>1</sup>



#### Other services

There are a range of other support services like the **Financial capability and wellbeing program** to help you build your money skills. Learn more at [goodshep.org.au](https://goodshep.org.au)

### Want to know more?

Find out more about how to get the support you need.

Call the AMP dedicated phone number at Good Shepherd on 1300 054 500, 9am–5pm Sydney time<sup>1</sup>, email the team at [customersupport@goodshep.org.au](mailto:customersupport@goodshep.org.au) or visit [goodshep.org.au](https://goodshep.org.au)

1 Call volumes may impact answering times.