# Financial Hardship Assistance

We want every parent who could benefit from using the OurFamilyWizard® toolset to be able to do so. But we understand that some may not have the financial means to purchase an annual subscription, which is why we have offered assistance to parents experiencing financial hardship since our inception. Parents who are eligible may qualify for discounted or free subscriptions through this programme.

## Application Instructions

Please follow the instructions listed below when applying for financial hardship assistance. If you have any questions that are not answered by these instructions, please contact our customer support team at **0800 453 751** or **info@ourfamilywizard.co.nz**

- **Step 1:** Applicants must be able to complete all required contact information fields in the application in order for their submission to be processed. Please provide a phone number and/or email address for the co-parent. This information is required in order for OFW® to be able to connect parent accounts correctly.

- **Step 2:** Every application **must be submitted with supporting documentation that verifies the applicant's eligibility**. The documentation options listed in Step 2 of the application are the only accepted documents for this application. If ineligible documentation is provided, OFW® customer support will reach out at the provided email address for additional documentation.

- **Step 3:** This step should only be completed on applications for applicants who have a grant of legal aid or are receiving other legal services *pro bono*. Step 3 must be completed by the legal practitioner and **cannot be completed by the applicant**. Legal practitioners completing this step must still provide a signed letter on their letterhead verifying that they are providing legal services *pro bono* or at a reduced rate.

# Financial Hardship Application

NEW ZEALAND

**Print clearly or fill electronically** and email the completed forms and documentation to:
**Email:** info@ourfamilywizard.co.nz

**\*** denotes a required field

## Step 1: Contact information for applicant and their co-parent

*Applicant*

\*First and Last Name:

\*Address:

\*Suburb:      \*City/Town:      \*Postcode:

\*Telephone:      \*Email:

*Other Parent*

\*First and Last Name:

Address:

\*Suburb:      \*City/Town:      \*Postcode:

\*Telephone:      \*Email:

## Step 2: One of the following documents MUST be included with application

If you've been approved for **a fee exemption** within the past year, provide documentation of that approval.

If you're receiving certain types of **WINZ benefits, such as food or accommodation assistance**, provide verification of those benefits from within the past 90 days.

If you are being provided with a grant of Legal Aid or public funding, provide a signed letter on letterhead from your lawyer or other legal professional verifying that aid.

Signed, letterheaded letter from a legal professional verifying that they are representing you on a *pro bono* or reduced rate basis.

.................................................. Below to be completed by legal professionals only. ..................................................

## Step 3: Legal professionals to complete this section only if submitting on behalf of parent(s):

\*First and Last Name:

\*Organisation:      \*Title:

\*Address:

\*Suburb:      \*City/Town:      \*Postcode:

\*Telephone:      \*Email:

**For professionals, please choose one of the following and sign below:**

I am a lawyer/FDRP requesting a complimentary one year OFW® subscription due to financial need for:

I am a lawyer/legal executive/FDRP providing legal services *pro bono* due to financial need. Please grant my client a complimentary one year OFW® subscription.

I am a lawyer/FDRP providing legal services at a rate reduced by _____ % due to financial need. Please grant my client a one year OFW® subscription at the same percentage of the standard annual subscription.

Signature: _____    Date: _____

Once completed application and documentation are submitted, please allow up to 5 business days for a response. Existing subscribers will receive an email notification and new subscribers will receive a welcome email upon approval.