

Need	Information/help available	Links/Contacts
Basic necessities	Good Shepherd is offering no interest loans. See information attached to be shared with your networks.	www.goodloans.org.nz goodloans@goodshepherd.org.nz 0800 466 370 https://goodshepherd.org.nz/good-loans/covid-19-support-available/
	Ngā Tāngata will also be offering loans with a change in criteria in response to Covid-19.	022 400 8664 gm@ntm.org.nz
	<p>Work & Income now has a process in place to assist their clients' online shopping for essential non-food consumer products:</p> <ul style="list-style-type: none"> · During Alert Level 4, a sole supplier has been selected to provide essentials – The Warehouse. · Case managers use The Warehouse website page for essential items to help clients select what they need and verify prices and a delivery fee. · Once selections have been made: <p>§ the case manager emails the order to The Warehouse</p> <p>§ MSD pay The Warehouse directly including delivery fee</p> <p>§ delivery is made to the client's home within three to seven days.</p> 	
	Salvation Army in partnership with Countdown are providing food parcels in certain areas that people can access via their txt line.	The txt line is currently unavailable due to existing high demand however their phone line is still available - 0800 530 000.

	Latest information/guidance for all social services	https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2020/covid-19/the-latest-guidance-and-information-for-all-social-services.html
	Electricity bills	<p>ERANZ have advised that several retailers are halting disconnections and late payment penalties on a temporary basis. Some have also put in place instalment payment plans.</p> <p>MSD winter subsidies have doubled and have been brought forward.</p> <p>Electricity Authority – has released COVID-19 advice for customers https://www.ea.govt.nz/consumers/covid-19-advice-for-consumers/</p>
	Bank cards for online shopping - anyone can still apply for a card right now which can be done online, over the phone or in the branch.	Contact banks directly
	Skinny Jump low-cost broadband which offers 30GB for \$5.	https://www.skinny.co.nz/jump/home/
	Le Va has developed culturally appropriate and evidence based tools in preventing family violence during the COVID-19 lockdown.	https://www.leva.co.nz/
	Mentemia free app - provides practical tips to help its users take control of their mental health and wellbeing	https://www.mentemia.com/
	Mental Health Foundation contact	Alanna Ramsay - alanna.ramsay@mentalhealth.org.nz
	Fairway – is offering some free services during the COVID-19 including	https://www.fairwayresolution.com/resources/what-new/free-support-for-your-bubble
Debt	Mortgage relief for those impacted by covid-19	<p>NZBA – press release on mortgage repayment deferrals https://www.nzba.org.nz/2020/03/27/banks-offer-six-month-mortgage-repayment-deferrals/</p> <p>Details will vary so best to contact your bank directly for more information.</p>

	Banks have set up COVID-19 specific pages.	https://www.anz.co.nz/here-to-help/ https://www.asb.co.nz/page/covid-19.html https://www.bnz.co.nz/contact/covid-19-update https://www.westpac.co.nz/who-we-are/covid-19/ https://www.kiwibank.co.nz/contact-us/support-hub/coronavirus-updates/ https://www.tsb.co.nz/help/covid-19 https://www.sbsbank.co.nz/covid-19 https://www.heartland.co.nz/covid-19-update https://www.co-operativebank.co.nz/help/covid-19
	<p>NZBA has a dedicated COVID-19 page on their website</p> <p>NZBA has started reporting lending data on their website which is updated daily. This data includes information on new lending, deferrals of existing lending and how many people have reached out to their bank for help.</p>	https://www.nzba.org.nz/consumer-information/ <p>Consumer lending data - https://www.nzba.org.nz/consumer-information/covid-19/consumer-lending-data/</p> <p>Business lending data - https://www.nzba.org.nz/consumer-information/covid-19/business-lending-data/</p>
	Any questions from SCAFI group regarding hardship assistance at ANZ	financialmentorsupport@anz.com
	Sorted information on repayment holidays	https://sorted.org.nz/must-reads/repayment-holiday-pros-and-cons/
	FSF information on repayment holidays	https://www.fsf.nz/Site/consumer-info/repayment-deferrals.aspx
Other financial information	Information on Kiwisaver withdrawals	CFFC – media release on Kiwisaver withdrawals as a last resort https://cffc.govt.nz/news-and-media/news/kiwisaver-members-urged-to-use-hardship-withdrawals-as-a-last-resort
	<p>Kiwisaver FMA requirements:</p> <p>The FMA has produced advice on alternative steps to verify identity and financial circumstances for KiwiSaver</p>	

	<p>significant financial hardship applications. This advice was sent to KiwiSaver providers and Supervisors on 3 April and applies while the Level 4 lockdown is in place.</p> <p>A statutory declaration can be made by a video call with an authorised witness, and given the Level 4 lockdown circumstances the FMA considers supervisors can also, at their discretion, accept alternative verification steps. Alternative verification steps might need to be applied if the person cannot get hold of an authorised witness or does not have the technology necessary to facilitate witnessing via video call.</p>	
	Banking Ombudsman FAQs on common COVID-19 questions about banking	https://bankomb.org.nz/covid-19
Investments/ Business	NZ Funds have a team of 350 authorised financial advisors who people can talk to particularly regarding KiwiSaver withdrawals and switching schemes, independent expert advice.	Access to an authorised financial adviser is available on 0800 698 884.
	During COVID-19, Business mentors are waiving registration fees for small businesses and social enterprises seeking mentoring support.	https://www.businessmentors.org.nz/