

CUSTOMER SUPPORT AND ASSISTANCE

We understand that our customers are feeling the impact of COVID-19. As part of our commitment to supporting you when you need it most, we've put together this guide to help you make the most of the support and services that are available to help get through these challenging times.

Stay safe.

GOVERNMENT AND FINANCIAL INSTITUTION ASSISTANCE

The information in this document is correct **as at 18 May 2020**. Please note that this document contains only general information and should not be relied on as advice relevant to the particular circumstances of you or your business. You should seek information on the assistance that might be available at the relevant time directly from the government or financial institution.

On 8 May 2020, Australian Prime Minister, Scott Morrison, announced a national three-step [plan](#) for easing restrictions over the coming months, helping to prepare Australians to return to work safely and supporting the economy.

For more information, please visit the Australian Government [website](#) or for each state and territory government please refer to their website for more.

AUSTRALIAN FEDERAL GOVERNMENT FINANCIAL ASSISTANCE

- The Australian Government is supporting Australian businesses to manage cash flow challenges and retain employees. For information on support for businesses, please visit the following link for more [here](#).
- For additional information on:
 - [JobKeeper payment](#) – supporting businesses to retain jobs
 - [Cash flow for small and medium businesses](#)
 - [Temporary relief for financially distressed businesses](#)
 - [Business tax incentives](#)
 - [Instant asset write-off measures](#)
 - [Coronavirus Business Liaison Unit](#)
 - Safe Work Australia offers [guidelines](#) for 23 industries to return to work

STATE AND TERRITORY GOVERNMENT ASSISTANCE

Each state and territory government have announced a raft of economic packages for small and medium businesses. For more information on what is available, please click on the following:

- [NSW Government](#)
- [Victorian Government](#)
- [Queensland Government](#)
- [SA Government](#)
- [WA Government](#)
- [Tasmanian Government](#)
- [NT Government](#)
- [ACT Government](#)

FINANCIAL INSTITUTION SMALL BUSINESS ASSISTANCE

- The Australian Banking Association announced a [business relief package](#) that includes Australian banks deferring loan repayments for small businesses for six months. For more information, please visit this [website](#).

HEALTH AND WELLBEING SUPPORT

Your wellbeing is important to us and we would like to extend our employee assistance program to our customers.

A **free 24-hour customer support and counselling service** to support customers who are struggling with the unprecedented impact of COVID-19. The Customer Support Line is run by Assure, a trusted partner. The 24/7 support service offers confidential counselling and financial coaching and is available to all customers free of charge, in the strictest confidence.

HOW TO ACCESS THIS SERVICE

Customers can access this service by calling **1800 808 374** to speak with a member of Assure's Client Support Team and book an appointment. Or customers can book online by clicking [here](#).

Each customer will need to state that they are an Amatil customer to ensure they can register for an appointment. Customers are not expected to provide the reason for attending – this is a conversation saved for your session with the psychologist.

HAVE ANY QUESTIONS?

Please contact your Amatil representative or call our National Service Centre, open 24 hours a day, on 1800 025 123 (toll free within Australia).