



FINDING IT HARD TO PAY YOUR BILL?

We understand that sometimes it can be hard to pay your bills. Our dedicated team is here to help. You'll receive one-to-one support to keep your services connected and help keep your bill to a minimum.

Share your story with us and we'll work with you to find the right payment solution, so that you can focus on what matters most to you.



WAYS WE CAN HELP

Call our Here to Help Team on the number below. We'll work with you to find the right payment solution so that you can focus on what matters most to you.

When you contact us, we will:

- Work on a plan to suit your situation.
- Discuss setting up weekly, fortnightly, or monthly payments to make budgeting easier.
- Ensure you're on the best plan for your household's needs.

While you work with us, we commit to:

- Keep your services connected.
- Not refer your debt to a collection agency.
- Help you keep your bill to a minimum, including refunding fees such as disconnection, reconnection, and late payment charges.
- Provide one-to-one support from a member of our Here to Help Team.

Contact our **Here to Help Team** on **0800 630 002** or email **heretohelp@mercury.co.nz**.



For more information visit **mercury.co.nz/payment-support**

If you need help communicating with us, you can authorise one or more people to speak to us on your behalf. An authorised contact can be a family member, a friend, or a social agency.

If you'd prefer to speak to us in a language other than English, we can help. Please contact us to arrange an interpreter.