

Contact List

***** NILs provider network -Use Only *****

NILs loan applications via Good Shepherd (GS)

For clients to apply for a NILs via GS, p: 13 64 57 (option 1), e: nilsteam@goodshep.org.au

For clients to check the progress of a GS NILs, p: 13 64 57 (option 2), e: nilsteam@goodshep.org.au

To check history or loan details of a GS NILs, p: 13 64 57 (opt 3), e: nilsteam@goodshep.org.au

NILs for Vehicles (N4V)

For clients to apply for, or check progress of, a N4V, p: 1300 645 748, e: nilsteam@goodshep.org.au

For providers to check the progress of a N4V loan, p: 1300 025 005, e: credit@goodshep.org.au

To check history or loan details of a N4V loan, p: 1300 025 005, e: nilsteam@goodshep.org.au

myNILSapp

For CRN conflicts, retrieving applications, new logins, p: 1300 892 692, e: support@goodshep.org.au

finPOWER

If unable to login or other issues, p: 1300 892 692, e: support@goodshep.org.au

For Loan Provider process or loan management queries, e: finpowerusersupport@goodshep.org.au

illion

For system or bank statement queries, p: 13 23 33 (option 2 then 3), e: support@proviso.com.au

For new provider set up / access, e: nationalcommunitynetworks@goodshep.org.au

The Good Guys Commercial

For quotes, orders, returns, warranties, issues, enquiries, p: 1300 225 564, e: nfp@thegoodguys.com.au

For accounts, statements, remittances, e: creditofficer@thegoodguys.com.au

JB Hi-Fi Commercial

For new Loan Provider accounts or log in requests, e: nationalcommunitynetworks@goodshep.org.au

For quote queries, e: quotesvic@jbhifi.com.au

For order queries, e: ordersvic@jbhifi.com.au

NILs training

To register for a Good Learning login, www.goodshep.org.au/provider-resources/

For registration and session information, e: nilslearning@goodshep.org.au

For help with Good Learning, e: goodlearning@goodshep.org.au

Financial Independence Hub (FIH)

For information or referrals, p: 1300 050 150, e: fih@goodshep.org.au

