

Credit Guide

ABOUT US ("we, us our")

LICENSEE

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INFORMATION

We act as a credit licensee and are authorised to engage in credit activities including providing credit assistance. Subject to meeting credit criteria, we are able to assist you to obtain loans and leases from a broad range of lenders and lessors.

The following are the lenders or lessors with whom we generally conduct the most business:

Adelaide Bank a Division of Bendigo and Adelaide Bank Limited, First Mortgage Company Home Loans Pty Ltd, ING Bank (Australia) Limited, Origin Mortgage Management Services is a division of Columbus Capital Pty Ltd, RedZed Lending Solutions Pty Ltd, Resimac Ltd.

WHAT IS CREDIT ASSISTANCE?

We give you credit assistance when:

- we assist you to apply for a particular loan or lease;
- we suggest you apply for a particular loan or lease (or suggest you apply for an increase to an existing loan); or
- we suggest you remain in your current loan or lease.

COMMISSIONS

COMMISSION WE RECEIVE

We receive commissions from lenders and lessors who pay us commission in relation to loan contracts or leases for which we provide credit assistance. The total amount of commission we may receive in relation to your loan or lease may vary depending on the lender or lessor, the term, the features, the amount of the loan or lease you ultimately choose and the amount and timing of the repayments that you make.

VOLUME BONUS ARRANGEMENTS

We have volume bonus arrangements in place with the ING Bank (Australia) Limited. From time to time we may receive a benefit, directly by way of cash bonus or additional commissions or indirectly by way of training, professional development days or sponsorship, if we write a particular volume of loans offered by our lenders.

FEES AND CHARGES

We will not charge you any fees for providing credit assistance. You may have to pay other fees and charges (such as application fees, valuation fees) to lender, lessor or other parties. You should review the disclosure documents and your loan contract or lease for further details of any such fees and charges.

DISPUTES OR COMPLAINTS

THIRD PARTY PRODUCTS OR SERVICES

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contact the relevant third party. They will deal with your complaint under their complaints resolution process. If you are not satisfied with the resolution of your complaint by the third party under their complaints resolution process, you are entitled to have your dispute considered by their External Dispute Resolution Scheme. Please contact the third party for further details.

HAVE A DISPUTE OR COMPLAINT?

We are committed to providing our customers with the best possible service. If at any time we have not met our obligations - or you have a complaint about any of our services - please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly.

KEEPING YOU INFORMED

By using our internal complaints process we hope to assist you to resolve your complaint quickly and fairly. The maximum timeframe in which to provide a written response to you is 45 days, although in pursuit of best practice and the reputation of our organisation, we aim to resolve these issues in a much shorter time frame.

STILL NOT SATISFIED?

If you do not think we have resolved your complaint to your satisfaction, you may take the matter - free of charge - to the relevant External Disputes Resolution Scheme (provided it is within the scheme's terms of reference). Our external dispute resolution service provider is the Credit Ombudsman Service Limited, which can be contacted via:

- Telephone: 1800 138 422
- Mail: PO Box A252, Sydney South NSW 1235

GETTING A COPY OF OUR ASSESSMENT

If we provide you with credit assistance, you can ask us for a copy of our assessment any time up to 7 years after we provide you with a credit assistance quote. To request a copy please contact us. We will provide you with a copy:

- within 7 business days after we receive your request - provided you make the request within 2 years of the date of our credit assistance quote; or
- otherwise, within 21 business days after we receive your request.

CREDIT ASSISTANCE ASSESSMENT

Before we provide credit assistance to you, we assess whether the particular loan or lease is suitable for you. To do this, we need to make reasonable inquiries and verify that:

- the loan or lease or increase will meet your requirements & objectives; &
- you can meet the proposed repayments.

We won't be able to give you credit assistance if our assessment shows that:

- you won't be able to meet the proposed repayments without substantial hardship; or
- the loan or lease won't meet your requirements or objectives.

HOME LOANS, INVESTMENT PROPERTY & PERSONAL LOANS

Upfront commission payable by lenders in relation to loans is calculated as a percentage of the loan amount and is generally in the range of NIL and 1.2% of the loan amount. It is usually paid after settlement of the loan. Trail commission payable by lenders in relation to loans is generally calculated regularly (monthly, quarterly, bi-annually or annually) on the outstanding loan balance and is paid in arrears. The trail commission payable by lenders is generally in the range of NIL per annum and 0.8% per annum of the outstanding loan amount.

LEASES

Upfront commission payable by lessors in relation to leases is calculated as a percentage of the lease amount and is generally in the range of 0% and 0.7% of the lease amount. It is usually paid after settlement of the lease. Trail commission is generally not payable in relation to leases.

HOW TO MAKE A COMPLAINT

If you have a complaint, we request you follow these steps:

1. In the first instance, please contact us.
2. If your complaint has not been resolved to your satisfaction within 5 business days, please contact our Complaints Officer as detailed below:
Email: info@australianfinancial.com
Mail: GPO Box 2774 Melbourne VIC 3001
Tel: 1300 888 684
Fax: 1300 581 144
3. We may ask for additional information & request you to put your complaint in writing to ensure your issue is properly investigated.
4. In cases where your complaint will take longer to resolve, we will update you progressively.