

# CREDIT GUIDE

Version 1, July 2011

## About this Guide

Secure Funding Pty Ltd has an Australian Credit Licence (ACL) authorising us to provide credit. This Credit Guide provides you with an understanding of what to expect from us when we provide credit to you. The Guide includes information about some of our obligations under the National Consumer Credit Protection Act 2009 (Cth) (National Credit Act). You may also receive other documents when we provide credit services to you.

## Borrowing money from us

Under the National Credit Act, we must not enter into a credit contract with you or increase the credit limit of a credit contract with you if it is unsuitable for you. A credit contract or credit limit increase is unsuitable for you if at the time the contract is entered or limit increased it is likely that:

- ☐ You will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship; or
- ☐ The contract or increase does not meet your requirements and objectives.

## Our obligations to make a suitability assessment

Before providing you with credit, we must make an assessment as to whether the contract will be unsuitable for you. In order to make this assessment we must:

- ☐ Make reasonable enquiries about your requirements and objectives in relation to the credit contract;
- ☐ Make reasonable enquiries about your financial situation; and
- ☐ Take reasonable steps to verify your financial situation.

Obtaining this information helps us get a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees, charges and transaction associated with the proposed credit contract. The extent of the enquiries we undertake will depend on the circumstances.

## Your right to receive a copy of the suitability assessment

If your application for credit contract or limit increase is successful, you have the right to request a copy of our assessment of your suitability. You may request a copy of the suitability assessment for up to 7 years after the day on which the credit contract is entered. We will provide it free of charge:

- ☐ Before entering the credit contract or before the credit limit is increased if you make the request before then;
- ☐ Within seven business days if your request is made within two years of entering into the contract or the credit limit increase with you; or
- ☐ Within 21 business days if your request is made between two and seven years, of entering into the contract or the credit limit increase with you.

Please note that you are only entitled to receive a copy of your assessment if your loan is approved. You also have other rights to access personal information we collect about you under the provisions of the Privacy Act 1988 (Cth). Please contact us for further details.

## Dispute Resolution Procedures

Secure Funding Pty Ltd has an internal dispute resolution process and is also a member of an independent external dispute resolution scheme. The dispute resolution system covers complaints by persons to whom we provide credit. If you have a complaint, in the first instance you should contact us on 13 11 33.

In many cases this leads to a successful resolution. However, if you are unhappy with any decision or our handling of the complaint, the complaint may be referred for external resolution to the Credit Ombudsman Services Limited (COSL) who can be contacted on 1800 138 422, [cosl.com.au](http://cosl.com.au) or PO Box A252, Sydney South NSW 1235.

COSL can offer conciliation processes or it may investigate the dispute and issue a decision on your case which is binding on us. The service is available at no cost to you. Our external dispute resolution scheme cannot deal with your dispute unless you have attempted to resolve the problem with us first.

## Commission Payable to Introducers

Please note that we may pay a commission to the person introducing your loan application to us. Commissions payable to those introducing parties may vary between each transaction. You have the right to ask them to disclose the amount of commission receivable by them if we enter into a loan agreement with you.

## Updating the Credit Guide

All details are current as at the date of this Credit Guide. We may publish newer versions or changes on our website. We will update the Credit Guide if there are any material changes adverse to borrowers.

## Our Contact Details

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Level 16, 535 Bourke Street  
Melbourne VIC 3000  
Phone: 13 11 33