

## CREDIT GUIDE OF RATE DETECTIVE PTY LTD (Providing Credit Assistance)

This is the Credit Guide of

<b>Licensee</b>	Rate Detective Pty Ltd ACN 127 196 712 Australian Credit Licence Number 469009
<b>Contact Details</b>	Address: Level 1, 240 Chapel Street, Prahran Vic 3181 Tel: 03 8568 6000 Fax: 03 8672 3561 Website: <a href="http://www.ratedetective.com.au">www.ratedetective.com.au</a>

We are licensed to make and arrange loans and leases under the National Consumer Credit Protection Act 2009 (National Credit Act).

### WHAT CREDIT SERVICES WE OFFER

This credit guide covers the credit assistance services we provide. We are able to arrange a range of loans and leases, including:

- Home Loans;
- Residential Investment Loans
- Business Loans
- Commercial Loans
- Lines of Credit
- Small Amount Credit Contracts
- Personal Loans;
- Vehicle Loans; and
- Commercial and Consumer leases

### THE FINANCIERS WITH WHOM WE MOST FREQUENTLY DEAL

While we are able to deal with a broad range of lenders through our broker group, the six (6) financiers named below are the lenders most used by us:

- Westpac
- Commonwealth Bank
- Bank of Melbourne
- Loans Today
- Latrobe Financial Services
- Latitude Financial

### THE ASSESSMENT WE NEED TO DO BEFORE GIVING YOU A LOAN

In providing credit assistance services under the National Credit Act, we are obliged to make a preliminary credit assessment to ensure that any loan or lease we assist you to apply for is not unsuitable for you. To make our assessment, we will need to ask you various questions gather information and make enquiries.

Specifically, the National Credit Act requires us to:

- Make reasonable enquiries about your requirements and objectives;
- Make reasonable enquiries about your financial situation, and
- Take reasonable steps to verify your financial situation.

A loan will be unsuitable for you if, at the time we make our preliminary assessment, we form the view it is likely that at the time the loan is made to you:

- You will not be able to pay or could only pay with substantial hardship;
- You have had certain other small amount credit contracts within a specified period, or
- The loan will not meet your requirements or objectives.

It is important that the information you provide to us is accurate.

#### GETTING A COPY OF OUR ASSESSMENT

You can ask us to give you a written copy of our preliminary credit assessment. This will contain a summary of the inquiries we made and the factual information we relied on in making that assessment.

You may ask us for a copy of this assessment up to 7 years after the time we assist you. We will provide you with our assessment within 7 business days if you ask for a copy within 2 years from the date we assist you. Otherwise, we will provide the assessment within 21 business days.

You also have other rights to access and correct personal information we hold about you under the provisions of the Privacy Act 1988 (Cth). Please refer to our privacy policy which is available at <https://www.ratedetective.com.au/> or by contacting our office.

#### FEES PAYABLE BY YOU

We sometimes charge a fee for our services. For loans secured by a mortgage over real estate we may also collect an application fee from you so we can pay the cost of obtaining a valuation and other expenses associated with your application.

Further details about any fees payable by you will be set out in the quote/ credit proposal document we will give you. You may also obtain from us an estimate of the fees payable and how they are worked out by contacting us

Any fee we charge can often be deducted from the proceeds of your loan or factored into your lease payments.

#### COMMISSIONS PAYABLE BY US

We have a broad range of referral sources. For example, we may source referrals from finance brokers, real estate agents, licensed motor vehicle dealers, accountants, financial planners, lawyers and call centre companies.

We sometimes pay our referral sources fees and/or commission for the referral and introduction of credit business to us. These are not fees payable by you.

You may obtain from us an estimate of the fees and commissions payable by us and how they are worked out by contacting us.

#### COMMISSIONS RECEIVED BY US

We may receive commissions from the lenders, financiers and lessors who provide finance to our customers. These are not fees payable by you. You can obtain from us an estimate of the commissions likely to be received by us in respect to your business and how they are worked out by contacting us. Further details of commissions earned by us will also be set out in the quote/credit proposal disclosure document which we will give you.

#### VOLUME BONUS ARRANGMENTS

From time to time we or our broker group 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 or our broker group write a particular volume of loans offered by those lenders.

We do not currently receive volumes bonuses from any lenders.

#### HOW WE RESOLVE COMPLAINTS AND DISPUTES

We have an Internal Dispute Resolution process and are also a member of an External Dispute Resolution Scheme.

If you have a complaint about our services, please contact us. We aim to resolve the majority of complaints within five (5) business days. If we believe it may take longer to resolve your complaint or to investigate the matter thoroughly, we will let you know and keep you informed of progress.

You can make a complaint in writing (letter or email) or verbally (telephone or personal representation). Your complaint will be referred to our complaints officer for response.

Our complaints officer is:

- **Contact:** Phil Aldridge
  - **Telephone:** 038 568 6000
  - **Email:** [phil.aldridge@ratedetective.com.au](mailto:phil.aldridge@ratedetective.com.au)
  - **Fax:** 03 8672 3561
1. **Mail:** Phil Aldridge, Rate Detective Pty Ltd, Level 1, 240 Chapel Street, Prahran VIC 3181

In many cases, we will be able to resolve your complaint using our internal dispute resolution process. However, if we are unable to resolve your complaint to your satisfaction then you may refer the matter to our external dispute resolution scheme provider. This is a free service designed to provide you with an independent mechanism to resolve specific complaints.

Our external dispute resolution scheme provider is Credit and Investments Ombudsman. They may be contacted at:

- Telephone:1800 138 422
- Online complaint form: <http://www.cio.org.au/complaint-resolution/making-a-complaint/>
- Website: <http://www.cio.org.au/>
- Mail: PO Box A252, Sydney South NSW 1235
- Fax: 02 9273 8440

#### UPDATING THIS CREDIT GUIDE

All details are current as the date of this Credit Guide. We publish minor changes on our website and periodically will update our Credit Guide.