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# CHARTER FINANCE INSTITUTE

## CREDIT GUIDE

A guide to our relationship with you

Version 5 April 2014

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<p><b>What is this document about?</b></p>	<p>This Credit Guide provides important information about the lending services that we provide. This guide summarises:</p> <ul style="list-style-type: none"> <li>- Key information</li> <li>- Services we provide</li> <li>- Our panel of lenders</li> <li>- Information we will require from you</li> <li>- How much our services cost</li> <li>- Our privacy policy</li> <li>- How we handle complaints</li> <li>- Additional things you should know</li> </ul> <p>Please read this Credit Guide carefully together with other documents which you will receive from us from time to time. Contact your Lending Adviser with any questions you might have as they are there to help you through the finance process. Our contact details are detailed below.</p>
<p><b>Key information</b></p>	<p>Charter Finance Institute is licensed to arrange loans and leases under the National Consumer Credit Protection Act 2009 (NCCP Act). The NCCP Act regulates the activity of lending, leasing, and finance broking.</p> <p>Charter Finance Institute can be contacted as follows:</p> <p><b>SYDNEY</b>  Address: 2201, Level 22, Tower 22, 101 Grafton Street  Bondi Junction NSW 2022  Phone: 02 8095 6359</p> <p><b>MELBOURNE</b>  Address: Level 27, 101 Collins Street, Melbourne VIC 3000  Phone: (03) 9221 6328</p> <p>Email: <a href="mailto:info@charterfinance.com.au">info@charterfinance.com.au</a>  Website: <a href="http://www.charterfinance.com.au">www.charterfinance.com.au</a></p>
<p><b>Services we provide</b></p>	<p>Charter Finance Institute can assist you with a broad range of financiers and products. Once you have chosen a loan that is suitable for you, we will help you to obtain approval and settle the transaction.</p>
<p><b>Our panel of lenders</b></p>	<p>We source finance from a panel of financiers. The financiers named below are the six financiers with whom we conduct the most business:</p> <ul style="list-style-type: none"> <li>- St George Bank</li> <li>- Homeside Lending (a division of National Australia Bank)</li> <li>- Commonwealth Bank</li> <li>- Westpac Banking Corporation</li> <li>- Australia and New Zealand Banking Group (ANZ)</li> <li>- Suncorp</li> <li>- AMP Bank</li> </ul>
<p><b>Information we will require from you</b></p>	<p>Under the NCCP Act, we are obliged to ensure that any loan or principal increase to a loan we help you secure is not unsuitable for you. To decide this, we may need to ask you some questions in order to assess whether the loan or lease is not unsuitable. The law requires us to:</p> <ul style="list-style-type: none"> <li>- make reasonable inquiries about your requirements and objectives;</li> <li>- make reasonable inquiries about your financial situation; and</li> </ul>

	<ul style="list-style-type: none"> <li>- take reasonable steps to verify that financial situation.</li> </ul> <p>A loan or lease will be unsuitable if at the time of the assessment, it is likely that at the time the credit is provided:</p> <ul style="list-style-type: none"> <li>- you could not meet your financial obligations under the credit contract or could only meet those financial obligations with substantial hardship;</li> <li>- the credit will not meet your requirements and objectives.</li> </ul> <p>For example, if you can only repay by selling your principal place of residence, it is presumed that the loan will cause substantial hardship unless the contrary is proved. For this reason we must ask you to provide a significant amount of information. It is therefore very important that the information you provide us is accurate.</p> <p>We must provide you with a copy of our preliminary credit assessment of your application if you ask within 7 years of when we assist you. We are only required to give you a copy of the credit assessment if we give you credit assistance.</p> <p>If we arrange a loan for you to purchase or refinance real estate, remember you must make your own enquiries about the value of the real estate and its potential for future growth.</p>
<b>Cost of our Services</b>	<p>In most circumstances you will not be charged a fee for our services because we are paid commission by the financier. If we do charge you a fee, the details of the fee will be set out in the credit quote which you will receive from your Credit Adviser.</p> <p>You may need to pay the financier's application fee, valuation fees, and other fees. A reasonable estimate of these fees will be made available to you in the Credit Proposal document which you will receive when we provide you with our finance recommendation.</p>
<b>Commissions received by us</b>	<p>We may receive commissions from the lenders and lessors who provide finance for you as our customers. These are not fees payable by you. A reasonable estimate of the commissions payable to us from the lender will be disclosed in the Credit Proposal document which you will receive when we provide you with our finance recommendation.</p>
<b>Commissions payable by us</b>	<p>In some cases your business may have been referred to us by non-regulated third parties such as accountants, financial planners, motor resellers etc. where this is the case, we <i>may</i> pay a referral fee to these parties. If we do pay a fee to these parties, then:</p> <ul style="list-style-type: none"> <li>• They should have already discussed this with you; and</li> <li>• We will disclose the fee or a reasonable estimate in the Credit Proposal Disclosure document.</li> </ul>
<b>Privacy Policy</b>	<p><i>How do we use your information?</i></p> <p>When we arrange finance on your behalf, we ask you for the information we need to advise you about your finance needs and your borrowing capacity. We provide any information that the lenders to whom we apply on your behalf require to enable them to decide whether to lend to you and on what terms.</p> <p>We also use your information to enable us to manage your ongoing requirements, e.g. refinancing, and our relationship with you, e.g. invoicing, client surveys etc. We may do so by mail or electronically unless you tell us</p>

that you do not wish to receive electronic communications.

We may occasionally notify you about new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post on finance matters. If you would rather not receive this information, please email or write to us using the contact details provided below.

We may also use your information internally to help us improve our services and help resolve any problems.

*How do we hold and protect your information?*

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. Personal information is kept securely and only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

In the event you cease to be a client of Charter Finance Institute, any personal information which we hold about you will be maintained securely for a period of 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

*Will we disclose the information to collect to anyone?*

We do not sell, trade, or rent your personal information to others. We may provide your information to others if we are required to do so by law or under an unusual circumstance as permitted by the Privacy Act.

*Access to your personal information*

If you wish to access or correct your personal information please contact us in writing.

*Your consent*

By asking us to assist with your finance needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

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**Dispute resolution scheme**

At Charter Finance Institute we aim to exceed your expectations. If we do not achieve that we'd like to know about it. We take very seriously any feedback from our clients, and it is an important part of the process we use to make continuous improvements to the way we do business. We have in place an Internal Dispute Resolution Process that, in the unlikely that you wish to make a complaint, is designed to assist you having your complaint resolved promptly.

**First point of contact:**

Complaints officer  
Dean Perlman  
Ph: 02 8095 6359

The Complaints officer has the necessary authority to make decisions and reach a resolution with you.

We are proud of the service we offer our clients. It is very unlikely you will ever need this information but we think it important to advise that if we were

unable to resolve a dispute through our Internal Dispute Resolution Process you may contact the Credit Ombudsman Service Limited (COSL) at:

PO Box A 252  
Sydney South NSW 1235  
Level 7, 287 Elizabeth Street  
Sydney NSW 2000

Ph: 1800 138 422 (consumers) or 02 9273 8400 (direct)

Fax: 02 9261 2798

<http://www.cosl.com.au>

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#### Things you should know

We don't make any promises about the value of any property you finance with us or its future prospects. You should always rely on your own enquiries. We don't provide legal or financial advice. It is important you understand your legal obligations under the loan, and the financial consequences. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan contract.

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#### Questions?

If you have any questions about this credit guide or anything else about our services, just ask at any time. We're here to help you.