

## Credit Guide and Privacy Statement

Congratulations on choosing an MFAA member to help you arrange your finance needs! The MFAA (Mortgage & Finance Association of Australia) is Australia's peak industry body for the mortgage and finance industry. Its members work hard to provide the best possible service and ethical standards.

This document provides information about the services we provide at Amazon Financial Solutions.

We are 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.

### Key Information

<b>Credit Representative</b>	Cameron Martin Credit Representative Number: 517498 Contact Details Address: 300 Heaths Road, Hoppers Crossing Victoria 3029 Phone: (03) 9974 3000 Email: <a href="mailto:cameron@amazonfinancial.com.au">cameron@amazonfinancial.com.au</a>
<b>An employee &amp; representative of: Amazon Financial Solutions Pty Ltd - ABN 82 098 759 481</b>	
<b>Licensee</b>	Australian Credit Licence Number: 392424 Address: 300 Heaths Road, Hoppers Crossing Victoria 3029 Phone: (03) 9974 3000
<b>Internal Complaints Officer Contact Details:</b>	Cameron G. Martin 300 Heaths Rd, Hoppers Crossing Victoria 3029 Phone: (03) 9974 3000 E-mail: <a href="mailto:cameron@amazonfinancial.com.au">cameron@amazonfinancial.com.au</a>
<b>Broker Group</b>	Finance & Systems Technology Pty Ltd ACN 092 660 912 Credit Representative Number: 392527
<b>External Dispute Resolution Scheme Contact Details:</b>	Australian Financial Complaints Authority Phone: 1800 931 678 Online: <a href="http://www.afca.org.au">www.afca.org.au</a> Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a> Mail: GPO Box 3 Melbourne VIC 3001

### Services We Provide

**Advice:** We will help you to choose a loan or lease which is suitable for your purposes.

**Choice:** We will provide you with information on a broad range of financiers and products. Once you have chosen a loan or lease that is suitable for you, we will help you to obtain an approval.

**Execution Only:** you have already chosen a financier, and we will assist you to obtain an approval.

## **Our Panel Of Lenders**

We source finance from a panel of financiers. The financiers named below are the six financiers with whom we conduct the most business. Our full panel can be found on Page 7 of this document.

- Bank of Melbourne
- FASTLend
- Heritage
- Loan Avenue
- Macquarie Leasing
- Virgin Money

## **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.

## **The Assessment We Need To Do Before Giving You Credit Assistance**

Under the NCCP Act, we are obliged to ensure that any loan or principal increase to a loan we help you to obtain or any lease we help you to enter 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 make reasonable enquiries to verify that:

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

We won't be able to provide 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

For example, if you can only repay by selling your principal place of residence, it is presumed the loan will cause substantial hardship unless the contrary is proved. For this reason, we ask you to provide a significant amount of information. It is therefore critical that the information you provide is accurate.

## **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 the day 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 the day we receive your request.

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. Although we may obtain a valuation, that is for our own use and you should not rely on it.

## **Information About The Licensee And Its Credit Representative**

We are authorised to engage in credit activities including providing credit assistance and acting as an intermediary.

Subject to meeting credit criteria, we are able to assist you to obtain loans and leases for you from a broad range of lenders and lessors through our broker group.

The following are the Top 6 residential lenders and % of business written in the previous financial year:

<b><u>Lender</u></b>	<b><u>Number of Deals</u></b>	<b><u>% of Portfolio</u></b>
1. FASTLend	15	68%
2. Virgin Money	8	32%
3. Macquarie Leasing	1	0%
4.		
5.		
6.		
<b>Total:</b>		<b>100%</b>

## **Ownership**

We obtain mortgage aggregation services from the Broker Group. The Broker Group is a member of the National Australia Bank Group. The Broker Group provides services at arm's-length to our business which include IT systems, loan information and lodgement systems, training and development, commission processing, conferences and professional development events, and assistance with regulatory and compliance obligations. In consideration of the services the Broker Group gives us, we pay fees to the Broker Group or the Broker Group retains some of the commission panel lenders pay on loans we arrange. We have access to Broker Group panel of lenders including NAB Group and Broker Group branded products.

Our business is owned and managed independently from the Broker Group and National Australia Bank Limited (NAB).

## **Fees And Charges**

### **Fees Payable For The Provision Of Credit Assistance**

We may charge a fee for providing credit assistance or associated with providing credit assistance. More detail about those fees will be set out in a quote we will give to you before we provide you with credit assistance.

### **Fees Payable In Relation To Acting As A Credit Representative**

We may receive remuneration from the Broker Group or from a principal with whom we contract.

### **Other Fees And Charges**

You may have to pay other fees and charges (such as an application fees, valuation fees and other fees) to the 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.

## **Commissions**

### **Commissions Received By Us**

The Broker Group receives commissions from lenders and lessors and pays 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.

### **Loan Contracts such as Home Loans, Investment Property Loans**

Upfront commission payable by lenders in relation to home loans and investment property loans is calculated as a percentage of the loan amount and is generally in the range of 0.40% and 0.80% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by lenders in relation to home loans and investment property loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. The trail commission payable by lenders is generally in the range of 0.15% per annum and 0.80% per annum of the outstanding loan amount.

### **Personal Loans**

Upfront commission payable by lenders in relation to personal loans is calculated as a percentage of the loan amount and is generally in the range of 0.00% and 2.50% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by lenders in relation to personal loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. The trail commission payable by lenders is generally in the range of 0.00% per annum and 1.80% 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 4.00% of the lease amount. It is usually paid after settlement of the lease.

Trail commission is generally not payable in relation to leases.

Further details of the commission earned by us will be included in the credit proposal disclosure document we will provide to you at the same time as we provide you with credit assistance.

You can request information from us about the fees that we are likely to receive, how those fees are calculated, and our reasonable estimate of the fees or commissions that will be payable.

## **Disputes Or Complaints**

### **What To Do If You Have A 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 endeavor to deal with your complaint promptly, thoroughly and fairly.

## **How To Make A Complaint And The Complaints Process?**

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

1. If your complaint is about your loan, in the first instance please contact your lender or credit assistance provider.
2. If your complaint has not been resolved to your satisfaction within 5 business days or if your loan is about the services we give you, please contact the Licensee as listed in the table above.

## **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.

## **Keeping You Informed**

We will acknowledge receipt of your complaint within five business days. If unable to resolve the complaint/dispute to your satisfaction within five business days, they will write to you advising the procedures we will follow in investigating and handling your complaint.

Within 45 calendar days from the date you lodged the complaint with us, we will write to you advising you the outcome of the investigation and the reason/s for our decision, or if required, we will inform you if more time is needed to complete the investigation.

## **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) as detailed below. You may also refer the matter to the relevant External Disputes Resolution Scheme at any time, but if our internal process is still in progress, they may request that our internal processes be complete before considering the matter further.

Our external dispute resolution service provider is the Australian Financial Complaints Authority (AFCA), which can be contacted via:

- Online: [www.afca.org.au](http://www.afca.org.au)
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Phone: 1800 931 678
- Mail: GPO Box 3 Melbourne VIC 3001

## **Our Internal Dispute Resolution Scheme**

We hope you are delighted with our services, but if you have any complaints you should notify us by contacting Cameron G. Martin, our Complaints Officer by:

- telephoning (03) 9974 3000
- e-mailing [cameron@amazonfinancial.com.au](mailto:cameron@amazonfinancial.com.au)
- writing to Cameron G. Martin, 300 Heaths Rd, Hoppers Crossing, VIC 3029
- or by speaking to any representative of our business who will refer you to the Complaints Officer.

You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing.

When we receive a complaint, we will attempt to resolve it promptly. We hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

You can obtain the full text of our Internal Dispute Resolution Policy at any time upon request.

## **Other Disclosures**

### **Broker Benefits Disclosure**

In line with industry reforms, I am required to keep a register of benefits received from any lenders or aggregators to the value of \$100 or more which is kept current (over a rolling 12 month period and housed for 3 years). In the interest of transparency and good customer outcomes, an applicant may request a copy of this register to ensure there are no lender conflicts.

### **Tiered Servicing Disclosures**

We have access to service programs available from some residential home loan providers. We access these services based on a number of measures. These programs promote preferential services to a customer and do not entitle us to additional payments or commissions or to preferential customer discounts.

### **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.

## **Our Panel Of Lenders – Full List**

- AMP
- ANZ
- Arch Finance
- Australian First Mortgage
- Axsess Today
- Bank of Melbourne
- Beyond Bank Australia
- BOQ
- BankSA
- BankWest
- Bluestone Mortgages
- CBA
- Citi
- FASTLend
- Firstmac
- GetCapital
- Heritage Bank
- Homeloans Limited
- ING
- LaTrobe Financial
- Liberty Financial
- Loan Avenue
- Macquarie
- ME Bank
- Metro Finance
- My State
- NAB Broker
- Pepper Money
- Scottish Pacific
- St. George
- Suncorp
- Thinktank
- Victorian Mortgage Group
- Virgin Money
- Westpac

## **Privacy Statement**

We need to collect personal information about you to provide you with our broking & related services. This privacy statement tells you how we collect your information, what we use the information for and who we share the information with. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

### **How information is collected from you**

We will collect your information from you directly whenever we can, like from enquiries we make of you when you seek credit assistance from us. We may verify that information from sources referred to in the responses to those enquiries or in this privacy statement.

### **How information is collected from other sources**

Sometimes we will collect information about you from other sources as the Privacy Act 1988 permits. We will do this only if it's reasonably necessary to do so, for example, where:

- we collect information from third parties about a loan or lease in relation to which you seek our services;
- we can't get hold of you and we rely on public information (for example, from public registers or social media) or made available by third parties to update your contact details; or
- we exchange information with your legal or financial advisers or other representatives.

### **When the law authorizes or requires collection of information**

Some law may require us to collect personal information about you. For example, we may require your information to verify your identity under Australian Anti-Money Laundering law.

### **How your information may be used**

We may use your information for purposes including:

- giving you credit assistance;
- giving you information about loan products or related services including help, guidance and advice;
- considering whether you are eligible for a loan or lease or any related service you requested including identifying or verifying you or your authority to act on behalf of a customer;
- assisting you to prepare an application for a lease or a loan;
- administering services we provide, for example, to answer requests or deal with complaints;
- administering payments we receive, or any payments we make, relating to your loan or lease;
- telling you about other products or services we make available and that may be of interest to you, unless you tell us not to;
- identifying opportunities to improve our service to you and improving our service to you;
- telling you about other suppliers, with whom we have arrangements, that supply goods or services that may be of interest to you;
- allowing us to run our business efficiently and perform general administrative tasks;
- preventing or investigating any fraud or crime or any suspected fraud or crime;
- as required by law, regulation or codes binding us; and
- any purpose to which you have consented.



You can let us know at any time if you no longer wish to receive direct marketing offers from us. We will process your request as soon as practicable.

### **What happens if you don't provide information?**

If you don't provide your information to us, it may not be possible to:

- assist in finding a loan or lease relevant to your circumstances;
- verify your identity or protect against fraud; or
- let you know about products or services that might be suitable for your financial needs.

### **Sharing Your Information**

#### General

We may use and share your information with other organisations for any purpose described above.

#### Sharing with your representatives and referees

We may share your information with:

- your representative or any person acting on your behalf (for example, lawyers, settlement agents, accountants or real estate agents); and
- your referees, like your employer, to confirm details about you.

#### Sharing with third parties

We may share your information with third parties in relation to services we provide to you or goods or services in which we reasonably consider you may be interested. Those third parties may include:

- the Broker Group through whom we submit loan or lease applications to lenders or lessors on the Broker Group's panel. You can access the Broker Group's privacy notice at <http://www.fastgroup.com.au/privacy>.
- It sets out how that Broker Group manages your personal information and where you can find its privacy policy;
- if we are not an Australian Credit Licence holder, the Australian Credit Licence holder that authorises us to engage in credit activities. Our credit guide will tell you who that Australian Credit Licence holder is. If it is BLSSA Pty Ltd (BLSSA), you can view BLSSA's privacy notice at the same internet address as the Broker Group's privacy notice. It sets out how BLSSA manages your personal information and where you can find its privacy policy;
- referrers that referred your business to us;
- financial services suppliers with whom we have arrangements;
- valuers;
- lenders, lessors, lender's mortgage insurers and other loan or lease intermediaries;
- organisations, like fraud reporting agencies, that may identify, investigate and/or prevent fraud, suspected fraud, crimes, suspected crimes, or other misconduct;
- government or regulatory bodies as required or authorised by law. In some instances, these bodies may share the information with relevant foreign authorities;
- guarantors and prospective guarantors of your loan or lease;
- service providers, agents, contractors and advisers that assist us to conduct our business for purposes including, without limitation, storing or analysing information;
- any organisation that wishes to take an interest in our business or assets; and

- any third party to which you consent to us sharing your information.

### Sharing outside of Australia

We may use overseas organisations to help conduct our business. As a result, we may need to share some of your information (including credit information) with such organisations outside Australia. The countries in which those organisations are located are:

- India (Compliance Auditing)

We may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed.

Overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

### **Privacy Policy**

You can find out more about how we manage your information by reading our Privacy Policy available by contacting us. Please see our contact details above. [Also, you can read and obtain a copy of that policy at our website address set out above.] Our Privacy Policy sets out how you can ask us to access and seek to correct information we hold about you and how you may complain against us about a privacy issue.

### **Information about other people**

If you give information to us about another person (like your co-applicant) in relation to the services we provide, you will let that other person know that:

we have collected their information to provide those services or for any other purpose set out in this privacy notice;

we may exchange this information with other organisations set out in this privacy notice;

we handle their personal information in the way set out in our Privacy Policy and this privacy notice and they can:

access or request a copy of that privacy policy or this privacy notice; or

access the information we hold about that other person,

by using our contact details above; and

we may not be able to provide those services to you unless we obtain their information.