

# CREDIT GUIDE

## ABOUT US

### ADVISER

Adviser Name Ollie Hooper

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### CREDIT LICENCE DETAILS

Australian Credit Licence Holder R2BG Finance Pty Ltd

Australian Credit Licence Number 389898

ABN 19 821 953 982

Phone Number 0401 032 868

### BROKER GROUP

Australian Credit Licence Holder Finance & Systems Technology Pty Ltd (FAST)  
("Broker Group")

Corporate Credit Representative No. 391237

ABN 86 092 660 912

This document provides you with information relating to our activities and those of our credit representatives. It contains information about various fees and charges that may be payable by you to us, as well as about certain commissions we may receive from a licensee when we are acting as a credit representative, or we pay to certain third parties. It also contains information about what you should do if you have a complaint or dispute in connection with our services as a credit representative.

### What is credit assistance

We give you credit assistance when:

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

### The assessment we need to do before giving you credit assistance

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 and objectives; and  
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.

### 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 it to you:

- 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.

### Information about the licensee and its credit representatives

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.

Our Broker Group does not require us to recommend any particular lender and our Broker Group does not set any quotas or obligations on us relating to recommending any particular lender.

The Broker Group's panel of lenders includes a number of lenders and loan distributors that are part of the National Australia Bank Group. These include National Australia Bank and FASTLend Pty LTD.

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

- Suncorp 25% • Fastlend 17% • ANZ 16%
- CBA 10% • NAB 10% • Macquarie 9%

The following is a list of all lenders which I have accreditation::

Residential Lenders I am accredited for

- Adelaide Bank
- AMP
- ANZ
- Australian First Mortgage
- Auswide Bank
- bank First
- Bank of Melbourne
- Bank of Queensland
- Bank SA
- Bankwest
- Beyond Bank
- Bluestone
- CBA – Colonial
- Citibank
- FASTLend
- Firefighters Mutual Bank
- FistMac
- Health Professionals Bank
- Heritage
- HomeStart Finance
- ING
- Keystart
- LaTrobe Financial
- Liberty Financial
- Loan Ave
- Macquarie Bank
- ME Bank
- Mortgage Mart
- Mystate
- NAB
- Pepper Money
- PN Bank
- Resimac
- St George
- Suncorp
- Teachers Mutual Bank
- UniBnk
- Victorian Mortgage Group
- Virgin Money
- Westpac

## 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 lodgment 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 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 credit assistance.

We may receive remuneration from our 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 we receive from our licensee

R2BG Finance Pty Ltd has appointed our broker group as its agent to receive commissions from lenders and lessors and to pay us commission in relation to loan contracts or leases for which we act as a credit representative and 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 and 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 0.50% and 0.70% 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-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% per annum and 0.25% per annum of the outstanding loan amount.

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 1% and 4% 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.

### Volume based arrangements

Our broker group might have volume bonus arrangements in place with Lenders. 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.

### Commissions payable by us

If a third party has introduced you to us or referred you to us, we may pay them a commission or a fee. We obtain referrals from a range of sources, including real estate agents, accountants, financial planners or other people.

Further information about referral commissions, including our reasonable estimate of the amount of any commission payable and how it is calculated is available from us on request and will be included in the credit proposal disclosure we will supply to you when we provide you with our credit assistance.

### Disputes and complaints

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.

### How to make a complaint and the complaint process

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

1. In the first instance, please contact your credit assistance provider.
2. If your complaint has not been resolved to your satisfaction within 5 business days, please contact our Complaints Area as detailed below

Telephone: 0401 032 868 Monday to Friday 9am to 5pm (AEST)

Email: [ollie@staxhomeloans.com.au](mailto:ollie@staxhomeloans.com.au)

Mail: Complaints, PO Box 73 PEREGIAN BEACH QLD 4573

3. We may ask for additional information and 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.

### Third party products and services

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contract 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

Our Complaints Manager 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 more time is needed to complete the investigation.

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 or AFCA which can be contacted via: Credit and Investments Ombudsman:

- Telephone: 1800 931 678
- Website: <http://www.afca.org.au>
- Mail: PO Box 3, Melbourne VIC 3001

### Broker Benefits Disclosures

In line with industry reforms, we are required to keep a register of benefits received from any lenders or aggregators to the value of \$1,000 or more which is kept current (over a rolling 12 month period 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 of commission or to preferential customer discounts.

# PRIVACY DISCLOSURE

We are committed to protecting your privacy and privacy of your clients in accordance with the Privacy Act 1988 (Cth) and Privacy Amendment Act 2012 (Cth). This Privacy Policy describes our current policies and practices in relation to the handling and use of personal information.

## What information do we collect and how do we use it?

As a service provider we are subject to requirements to obtain and hold detailed information, which personally identifies you and/or contains information about you ("personal information"). In addition, to provide you with a comprehensive service we need to obtain certain personal information about you or your clients.

We use personal information only for the purpose of providing you with credit assistance.

We use your information to send you requested product information and promotional material and to enable us to manage your ongoing requirements, e.g. further information regarding specific job and our relationship with you, e.g. invoicing. We may use your information internally to help us improve our services and help resolve any problems.

## How do we hold and protect your information?

We keep personal information 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.

We have access to the information collected from you using secure external online server facility powered by our software partners. We will strive to maintain the privacy of this data for our part, but we encourage you to ensure you practice the highest level of online security for your personal logins when using these software packages.

We ensure that your information and information you provided to us is safe by limiting access to your personal data to your assistant/bookkeeper and his/her associate as requested. An External Auditor may request access to any of our files for the purpose of compliance audit only and you will be advised in this instance.

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

We do not sell, trade, or rent your personal or your client personal information to others.

We may disclose to, and obtain from, the following organisations personal information about you to for the purposes described above (as well as otherwise permitted by the Privacy Act): banks and finance organisations, valuation companies, mortgage insurers, real estate agents, settlement agents, solicitors, information technology companies, loan processors, bookkeepers and mailing organisations.

We may provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

### Disclosures to overseas recipients

Some of the recipients to whom we disclose your personal information are based overseas. It is not practicable to list every country in which such recipients are located but it is likely that such countries will include the United States of America, Philippines, India, Indonesia and Serbia.

### How can you check, update or change the information we are holding?

By calling number listed at the top of this document and providing enough information to allow us to identify you, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate.

You may complain to us about a breach of the Australian Privacy Principles by writing to our address listed on our website. We will review your complaint and notify you within 48 hours of outcomes of such review.

### Promotional communications

If you are a customer or a potential customer, from time to time we may contact you with information about products and services offered by us, which we think may be of interest to you. When we contact you it may be by mail, telephone, email or SMS.

You may opt out of receiving promotional communications from us by using the unsubscribe link within each email or emailing us to have your contact information removed from our promotional email list or registration database. Although opt-out requests are usually processed immediately, please allow ten (10) business days for a removal request to be processed. Even after you opt out from receiving promotional messages from us, you will continue to receive messages from us regarding our services.

### Internet site

Our website may at times contain links to other websites whose operator may or may not adhere to a privacy policy or be governed by the Australian Privacy Principles.

### Your consent

By asking us to provide you with our services, you consent to the collection, use and disclosures to overseas recipients of the personal information you have provided to us for the purposes described above