

Credit Guide

ABOUT US

Licensee	CORRADO PTY LTD Australian Credit License Number: 383989 Linfox House Level 4/493 St Kilda Rd Melbourne VIC 3004 Tel: 03 9006 1160 Fax: 03 9006 1135
Brokers	Carlo Di Giovanni & Tomi Johnston
Broker Group	Professional Lenders Association Network of Australia Pty Ltd ACN 086 490 833

This document provides you with information relating to our activities. 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 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.

WHAT IS A CREDIT REPRESENTATIVE?

A 'credit representative' is a person who has been authorised by a credit licensee to engage in specified credit activities on behalf of the licensee. Our licensee is CORRADO Pty Ltd.

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

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 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.

INFORMATION ABOUT THE LICENSEE AND ITS CREDIT REPRESENTATIVES

We are authorised to engage in Credit Activities including providing Credit Assistance on behalf of Corrado Pty Ltd.

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.

We are required by law to ensure that any credit product with which we assist you can be deemed 'not unsuitable' for you. In simple terms, this means that the product fits your needs and that you can afford to meet the financial repayments.

To establish this we need to:

- make enquiries with you as to your needs
- make enquiries with you as to your financial position; and
- collect evidence from you to verify your financial position

Once we have done this, we will then use our Broking expertise to find a product in the marketplace that you can afford and that meets your needs.

We can provide you with a report called a Preliminary Assessment on how we determined that any loan we assisted you with was not unsuitable for you. You may request this report up to 7 years after we provided you with this assistance.

In the past 3 months, the top 6 lenders with whom we generally conduct the most business are as follows. This is not to say that we only deal with these Lenders, it is simply that the products these lenders offer have been most suitable to our most recent clients. Your case may be different and we would look at your needs separately and independently of the below list:

- ANZ
- CBA
- NAB
- PLAN Lending
- Bank of Melbourne
- Macquarie

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 includes 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, the Broker Group retains some of the commission panel lenders pay on loans we arrange.

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. More detail about those fees should they apply, will be set out in a quote we will give to you before we provide you with credit assistance.

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 the 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 you make.

Loan Contracts such as Home Loans, Investment Property 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 0.40% to 0.80% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by most 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 .275% 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 0.5% 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 BONUS ARRANGEMENTS

From time to time, we or the Broker Group may receive a benefit, directly by way of additional commissions or indirectly by way of training, professional development days or sponsorship if we or the Broker Group write a particular volume of loans offered by those lenders. We have volume bonus arrangements with CBA, Westpac & ANZ.

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. More detail about those payments will be set out in the Credit Proposal Disclosure document we will give to you before we provide you with credit assistance.

We obtain referrals from a range of sources, including equipment finance brokers, 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 OR COMPLAINTS

WHAT TO DO IF YOU HAVE A DISPUTE OR 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 endeavour to deal with your complaint promptly, thoroughly and fairly.

HOW TO MAKE A COMPLAINT AND THE COMPLAINTS PROCESS?

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

1. In the first instance, please contact our office and request to speak to our Complaints Contact Person, Wendy Di Giovanni. We will attempt to respond to your complaint immediately if possible or otherwise within 5 working days.

Telephone: 03 9006 1160 Mon to Fri, 8.30am to 5pm (AEST)

2. We may ask for additional information and request you to put your complaint in writing to ensure your issue is properly investigated. This can be done via email, fax or mail.

Email: admin@cdgfinance.com.au

Fax: 03 9006 1135

Mail: PO Box 7630, MELBOURNE, VIC, 3004

3. In case your complaint will take longer to resolve, we will update you progressively.

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 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 Area 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.

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):

Mail

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Online

www.afca.org.au

Email

info@afca.org.au

Phone

1800 931 678

Privacy Policy

Collection and use of your information

CDG Finance Australia Pty Ltd and its representatives will only seek to collect necessary information from you in order to provide you with the credit assistance you have sought from us. We may also use this information for purposes associated with our services such as follow-up calls to assist you.

Disclosure of personal information

CDG Finance and its representatives will never unnecessarily exchange your personal or business information with any third party for any reason, unless compelled by force of law. However, in order to assist you, we may be required to provide your personal information to certain organisations. If your information is not provided, we may be unable to assist you. The types of organisations include:

- Lenders
- Mortgage insurers
- Other mortgage intermediaries
- Valuers
- Other organisations that assist us such as printers, mailing houses, lawyers, debt collectors, accountants and other auditors. Some of these organisations may be overseas. Countries in which your information may be accessed Include: India

Access and alterations to your personal information

You can gain access to your personal or company information or advise alterations to that information by contacting our office:

Contact Person: Wendy Di Giovanni
Address: Level 4/493 St Kilda Rd, Melbourne, VIC, 3004
Email: admin@cdgfinance.com.au

Information which is easily accessible will be provided to you free of charge. However, information which is more difficult to access may have a fee associated with the request. You can also contact us for more detailed information on how we collect, handle and secure your personal information.

Marketing

From time to time, CDG Finance may contact you with information about products from either ourselves or our industry affiliates that we believe may interest you. To opt-out of receiving such information, simply let us know by contacting us directly using the office details above.

Security of your personal information

CDG Finance takes reasonable steps to ensure the security of your personal or company information from unauthorised access, theft or modification.

In the extremely unlikely event that CDG Finance suspects that there has been a data breach that may cause you serious harm, we will take all reasonable steps to assess if your data has been accessed or lost, and if this information being accessed or lost may cause you serious harm. This assessment will always be completed expeditiously and within 30 days.

If CDG Finance finds that there has been a data breach that has the potential to cause you serious harm, this will be reported to the Office of the Information Commissioner and you directly.

Feedback on the handling of your personal information

Should you be unsatisfied in the manner in which CDG Finance has handled your personal information please contact us (per details listed above). We will take all necessary steps to investigate and address

your concerns. If the issue you have raised is not resolved to your satisfaction you should contact the Office of the Australian Information Commissioner at:

P: 1300 363 992
E: enquiries@oaic.gov.au
Mail: GPO Box 5218
SYDNEY NSW 2001

You can learn more about the Privacy Act and your rights at www.privacy.gov.au