

Credit Guide

The purpose of this Credit Guide is to assist you in deciding whether you want to enter into a credit contract with Grange investments (Aust.) Pty Ltd ABN 83 081 377657.

Our obligations before providing credit to you:

We are obligated by law to only provide credit that is not unsuitable to you. For this reason, before we provide you credit, we will make an assessment to ascertain that you can:

- meet your financial obligations without substantial hardship; and
- the credit will meet your requirements and objectives.

We will therefore:

- make reasonable inquiries about your financial situation, your requirements and objectives for obtaining credit; and
- take reasonable steps to verify your financial situation.

You can, within 7 years of the date of the loan contract or principal increase, ask for a written copy of our credit assessment of your application. We are not required to provide you a copy of your assessment if your application is declined or you decide not to proceed with the application.

Who are we?

We are **Grange Investments (Aust.) Pty Ltd ABN 83 081 377657** accredited under **ASIC** with **Australian Credit Licence 386734**.

Our address is PO Box 3084 Cotham Vic. 3101.

Our contact details are M 0427 666672 **E** andrew@grangefinance.com.au

We are able to arrange loans and leases under the National Consumer Credit Protection Act 2009 (**NCCP Act**) which regulates the activity of lending, leasing, and finance broking.

Information about our services

1. Before you accept your loan offer, make sure you read your loan or credit contract carefully to check the full details of the loan. **Warning:** You should check the loan or credit contract to ensure that the terms of the loan do not vary from what you require. If they do, tell us immediately so that we can assist you.
2. We have an obligation to the lenders on our panel **not to provide** any information we know is misleading or deceptive. We also have obligations under the law to report any fraud, forgery, or other illegal activities. By signing this agreement you confirm that you understand that we have these obligations to the lender and under the law. If you have any questions about our role, ask before you sign.
3. **We do not** determine or recommend the conditions of the loan or credit contract, such as interest rates, application or valuation fees, or term of the loan.
4. **We do not provide legal or financial advice**, unless specified in a separate agreement with you. Therefore, it is important that you ensure you understand your legal obligations under the loan, and the financial consequences of the commitment that you are undertaking. If you are unsure, you should obtain either independent legal or financial advice before you enter the loan contract.

Do we need information from you?

Yes, under the NCCP Act, we have to make sure that any loan or principal increase to a loan we help you to get, or any lease we help you to enter is “not unsuitable” for you. So, we will need to ask you some questions in order to decide if the loan or lease is not unsuitable. Specifically, under the NCCP Act we have to make reasonable inquiries about your requirements and objectives and your financial situation. We also have to take reasonable steps to verify your financial situation.

You will not be considered suitable for credit if when we ask the questions we find that when credit is given to you that you will not be able to pay the repayments or could only pay with substantial hardship. An example of substantial hardship is that to make the payments you have to sell your home in which case we assume that the repayments will cause you hardship unless you can prove to the contrary. The credit itself will not be considered suitable for you if it does not meet your requirements and objectives.

If we give you credit assistance then you may ask for a copy of our preliminary credit assessment any time within seven years and we will give you a copy at no charge.

It is very important that the information you give us is complete and accurate.

Can you rely upon a valuation we have obtained?

No, if we arrange a loan for you to purchase or refinance real estate or other property then you must make your own inquiries about its value and any future growth potential. You should not rely upon any valuation we may obtain as that is solely for our own internal use.

Do we receive a commission?

We may receive commissions from the lenders and lessors who provide finance for you as our customers. These fees are **not** payable by you and are shown in the tables below. We may also receive a volume bonus from certain financiers when the total volume of business exceeds some agreed level.

What financiers do we use?

We obtain finance from a wide number of financiers and the **NCCP Act** requires us to disclose the six financiers with whom we conduct the most business.

The table below is the top six that we use.

Top 6 Lenders

Lender	Upfront Commission	Trail Commission
AMP Bank	Residential 0.3% to 0.65% plus GST, total 0.33% to 0.715%	0.15% to 0.17% plus GST, total 0.165% to 0.187%
ANZ Bank	Residential 0.5% to 0.65% plus GST, total 0.55% to 0.715%	0.15% to 0.2% plus GST, total 0.165% to 0.22%
	Commercial Nil to 0.5% plus GST, total up to 0.55% or 50% loan approval fee above \$2.5M	Nil to 0.15% GST inclusive
Commonwealth Bank	Residential 0.5% to 0.62% plus GST, total 0.55% to 0.682%	Nil to 0.2% plus GST, total up to 0.22%
	Commercial 0.5% plus GST, total from 0.55% of facility to 50% of establishment fee	Negotiable to a max of 0.2% plus GST, total 0.22%
ING Bank	Residential and Commercial 0.5% to 0.65% plus GST, total 0.55% to 0.715%	0.15% to 0.2% plus GST, total 0.165% to 0.22%
St George Bank	Residential 0.5% to 0.7% plus GST, total 0.55% to 0.77%	0.15% to 0.25% plus GST, total 0.165% to 0.275%
Westpac Bank	Residential 0.5% plus GST, total 0.55%	0.15% plus GST, total 0.165%
	Commercial from 50% establishment fee to 0.5% plus GST, total 0.55%	Nil to 0.136% plus GST, total up to 0.15%

Will fees be payable?

Usually we charge a fee for our services. Before a finance application is lodged we will give you a Credit Quotation document which will include more details about the fees you will pay.

Do we pay referral fees?

It is common business practice for us to pay referral fees to referrers although these are generally small amounts. For example, we may pay fees to real estate agents, accountants, or lawyers for referring you to us. They are disclosed in our Credit Quotation document. Referral fees are not payable by you.

What happens if there is a dispute?

We hope you are satisfied with our services, but if you have any complaints you should notify us by contacting our Complaints Officer by:

Phone: 0427 6666 72
Email: grangefs@bigpond.com
Post: PO Box 3084 Cotham 3101

If you do have to contact us then you should give the details of your complaint in as much detail and as clearly as you can. Complaints may be either verbal or written.

When we receive a complaint, we will attempt to resolve it promptly.

And if I'm still not satisfied?

If we do not reach agreement on your complaint, you may refer the complaint to the **Financial Ombudsman Services Limited** (known as FOSL). FOSL is an ASIC approved **External Dispute Resolution** (EDR) Scheme and is a free service established to provide you with an independent mechanism to resolve specific complaints.

FOSL's phone number is 1300 78 08 08 and they have a website at www.fos.org.au

You can obtain further details about our dispute resolution procedures and obtain details of our privacy policy on request.

Questions?

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