

Credit Guide and Privacy Statement

Key information

Credit Representative Name	Number

Contact details

122 Frome Street, ADELAIDE SA 5000
P: 08 8215 7519 F: 08 8312 3083
E: myloan@mybudgetloans.com.au

Company Name

MyBudget Loans Pty Ltd

Trading Name

MyBudget Loans

Licensee (MyBudget Loans / we / us / our):

MyBudget Loans Pty Ltd ACN 613 857 104 Trading as
MyBudget Loans
Australian Credit Licence number 492064
122 Frome Street, ADELAIDE SA 5000
P: 08 8215 7519 F: 08 8312 3083
E: myloan@mybudgetloans.com.au

About this credit guide

This document is the Credit Guide of MyBudget Loans Pty Ltd ACN 613 857 104 (MyBudget Loans). MyBudget Loans is a Mortgage Manager / Credit Assistance Provider and holder of Australian Credit Licence 492064. This Credit Guide has been designed to provide you with key information so you are informed and aware of necessary matters prior to deciding to use the credit services of MyBudget Loans.

Definitions

'We', 'our' or 'us' means MyBudget Loans;

'Entering into a contract' means entering into a credit contract, or increasing the credit limit of an existing credit contract.

'Credit Proposal Disclosure Document' is a compliance document that will be provided to you before we submit an application for credit. This document will outline the product we are applying for on your behalf and the fees associated with that product.

'Lending Specialist' in this document refers to MyBudget Loans authorised Credit Representatives.

'BABL' means Bendigo and Adelaide Bank Limited ABN 11 068 049 178 holder of Australian Credit Licence 237879.

'Origin' means Origin Mortgage Management Services is a division of Columbus Capital Pty Limited ABN 51 119 531 252, holder of Australian Credit Licence Number 337303.

'Pepper' means Pepper Finance Corporation Limited ABN 51 094 317 647 holder of Australian Credit Licence 286655.

Our Services

MyBudget Loans acts as a Mortgage Manager for BABL, Origin and Pepper. We act as a Mortgage Manager for BABL in terms of the Mortgage Management Deed between BABL and MyBudget Loans signed on the 31st of August 2017. We act as a Mortgage Manager for Pepper in terms of an Introducer Agreement dated on the 4th of October 2017. We act as a Mortgage manager for Origin in terms of a Mortgage Origination and Management Agreement. We market loans managed by us for BABL, Origin and Pepper therefor, the lender of record noted in your loan contract and mortgage may be a different name from our name. We do not act for you in relation to arranging these loans and you should make your own inquiries.

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. The licensee is MyBudget Loans. Our Lending Specialists act as credit representatives of MyBudget Loans and are authorised to engage in credit activities including providing credit assistance on its behalf.

Subject to meeting credit criteria, we are able to assist you to obtain loans and leases for you from a broad range of products from BABL, Origin and Pepper.

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.

Assessment for 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.

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 to us 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 seven years after we provide you with credit assistance. To request a copy please contact us.

We will provide you with a copy:

- within seven business days after the day we receive your request – provided you make the request within two years of the date of our credit assistance; or
- otherwise, within 21 business days after the day we receive your request.

Fees and charges

Commissions received by us

We may receive management fees (a form of commission) from BABL, Origin or Pepper. These are not fees payable by you. You may request and obtain from us information about a reasonable estimate of those commissions and how the commission is worked out.

We may also receive a commission from the lenders and lessors who provide finance for you as our client. These fees are not payable by you. You may request and obtain information relating to reasonable estimates of those commissions likely to be received (either directly or indirectly) and how they are calculated.

Fees payable by you

We do not charge you for our services. However, you may need to pay an application fee, valuation fees, and other fees. Any fees that are payable now or that may arise during the life of your loan will be fully disclosed in your loan contract.

Commissions payable by us

We may pay referral fees. These are not fees payable by you. If we do pay a referral fee, it will be disclosed in our Credit Proposal Disclosure Document. You may, on request, obtain a reasonable estimate of those commissions and how the commission is worked out.

Disputes or complaints

We are committed to providing our clients with the best possible service. For this reason, we take all feedback seriously and endeavour to resolve complaints quickly and satisfactorily. Our commitment extends to providing you with accessible complaint resolution mechanisms.

How to make a complaint and the complaints process

If you have any complaints about the service provided to you, you should take the following steps:

1. Communicate your concern to your Lending Specialist.
2. If you are not satisfied with the outcome, please request that your concern be escalated within MyBudget Loans. MyBudget Loans is committed to reaching an outcome that resolves your concerns satisfactorily and in a timely manner. Please allow an appropriate amount of time for us to investigate your concern and respond to you.

If your complaint is not satisfactorily resolved within seven (7) days, please communicate your complaint in writing to:

MyBudget Loans Pty Ltd
PO Box 3433
Rundle Mall SA 5000

We will take all possible steps to resolve your complaint quickly and fairly.

Still not satisfied?

If a satisfactory resolution cannot be reached, you may raise your concerns through an external dispute resolution process.

Our external dispute resolution provider is:

Australian Financial Complaints Authority
Mail: Australian Financial Complaints Authority Limited GPO Box 3,
Melbourne VIC 3001
Phone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au

The Australian Financial Complaints Authority (AFCA) offers an impartial dispute resolution scheme to assist consumers to resolve complaints. The online complaint form can be accessed via

<https://www.afca.org.au/make-a-complaint>

You may also refer the matter to AFCA at any time, but if our internal process is still in progress, they may request that our internal processes be completed before considering the matter further.

Third party products or services

If your complaint relates to a product or service required 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.

Electronic Transactions Disclosure Statement

You consent to the Lending Specialist, or any other party associated with this loan application, communicating electronically with you.

You nominate and authorise us to act on instructions we have received electronically.

This consent and authority will apply to all communications permitted to take place electronically by law including but not limited to:

- notices and disclosure documents from us to you about your credit application;
- credit contract documents;
- variations to the credit contract; and
- notices from you to us.

We will rely on this consent to communicate with you by:

- electronic mail ("e-mail") to the e-mail address that you have notified to us;
- making a notice available for you to access on our website;
- any other method of electronic communication; and/ or
- ordinary mail to the address on our records.

For example, we will send an email to your email address to give you our Credit Guide and Privacy and Electronic Transactions Consent Forms.

- By giving this consent, we are no longer required to send you notices or other documents in paper form. You must ensure that:
- you check your email regularly for notices and other communication from us;
- your email address remains current (or otherwise notified to us); and
- emails from us to your email address are not blocked.
- We rely on you to keep your nominated e-mail or physical (street) address details up-to-date and to notify us when they change.

Providing you with electronic documents does not alter your obligations under any terms and conditions of a credit contract.

You can print and save a copy of any notice or other document provided to you electronically.

You are responsible for ensuring that you use the relevant computer programs and have sufficient internet capacity to interact with our system.

We may act on facsimile instructions if it appears to us the instructions have been appropriately authorised.

We may refuse to act on any instruction for any reason, or refuse to act until we receive confirmation of the instructions from you by other means.

Returning to paper communications

You are not obligated to receive electronic communications and you are able to withdraw this consent at anytime by contacting your Lending Specialist. When asking to terminate your electronic communication agreement you are asking to receive those documents on paper, delivered by post to your nominated street address.

Things you should know

You should ensure that you have approved finance, in writing from the lender, before entering into a binding contract to purchase.

It is important that you understand your legal obligations under the loan, and the financial consequences. If you have any concerns, you should obtain independent legal and financial advice before you enter into a loan contract.

We do not make any promises about the value or future prospects of any property you finance through us. You should always rely on your own enquiries.

Before you accept your loan offer, make sure you read the credit contract carefully to understand the full details of the loan. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan contract.

We represent lenders and have obligations to them, and in particular, to not 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. Before using our services, it is important that you understand that we have these obligations to lenders and under the law.

MyBudget Loans is required to have adequate arrangements in place to ensure you are not disadvantaged by any conflict of interest.

Privacy

In the course of providing our services to you, we may collect, hold, use and disclose personal information, credit eligibility information and credit reporting information about you.

You can find out more about how we manage your information by reading our Privacy Policy. Our Privacy Policy sets out:

- the kinds of information we collect;
- the manner in which we collect information, including the circumstances in which we may collect information about you from someone else, and the circumstances in which we may be required to collect your information by law;
- the purposes for which we collect information;
- the consequences if we are unable to collect information about you;
- the types of entities to whom we disclose information, including to recipients located outside of Australia;
- how you can ask us to access and seek to correct information we hold about you; and
- how you may complain about a privacy issue.

If you have any questions about the Privacy Policy, how we handle your information electronically, to request access to the information we hold about you, or make a complaint about any potential breach of your privacy rights, you can contact us by phone, fax, post or online, using the below details:

Phone number: 08 8215 7519

Postal Address: PO Box 3433 Rundle Mall SA 5000

Email: compliance@mybudget.com.au

Our Privacy Policy will be reviewed regularly. You can contact your MyBudget Loans Lending Specialist for a current Policy.