

## CREDIT GUIDE

Crown Lending Pty Ltd is a licensed provider of credit assistance to assist you with finance under the *National Consumer Credit Protection Act 2009* ("The Act"). This document provides you with information about us and our representative ("we, us, our"), with whom you are dealing and the services we provide.

### 1. KEY INFORMATION

<b>Australian Credit Licence holder</b>	Crown Lending Pty Ltd
<b>Address</b>	Level 19, 180 Lonsdale Street, Melbourne VIC 3000
<b>Phone and e-mail</b>	1300 882 981, <a href="mailto:admin@crown.money">admin@crown.money</a>
<b>Australian Credit Licence number</b>	388279
<b>Internal Complaints Officer contact details</b>	Chelsea Burton 03 9008 1589 <a href="mailto:chelsea@crown.money">chelsea@crown.money</a>
<b>External Dispute Resolution Scheme details</b>	<i>Australian Financial Complaints Authority</i> <b>Website:</b> <a href="http://www.afca.org.au">www.afca.org.au</a> <b>Email:</b> <a href="mailto:info@afca.org.au">info@afca.org.au</a> <b>Telephone:</b> 1800 931 678 <b>In writing to:</b> Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

### 2. OUR CREDIT REPRESENTATIVES

We have appointed a number of Credit Representatives to provide services to you. Details of the Credit Representative with whom you are dealing are:

<b>Credit Representative's name</b>	Craig Parry
<b>Address</b>	636 Anzac Highway, Glenelg East SA 5045
<b>Phone</b>	1300 882 981
<b>E-mail</b>	<a href="mailto:craig@crown.money">craig@crown.money</a>
<b>Credit Representative number</b>	426837
<b>External Dispute Resolution Scheme details</b>	<i>Australian Financial Complaints Authority</i> <b>Website:</b> <a href="http://www.afca.org.au">www.afca.org.au</a> <b>Email:</b> <a href="mailto:info@afca.org.au">info@afca.org.au</a> <b>Telephone:</b> 1800 931 678 <b>In writing to:</b> Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

The Credit Representative (or the business for which the Credit Representative acts) will receive the commissions referred to in Part 8 of this document above.

### **3. OUR AGGREGATOR**

Our aggregator, Finsure is ultimately owned by MA Financial Group Limited (ACN 142 008 428). We will only ever assist you with the credit product that we believe is best for you and your circumstances. However, in the event that we introduce you to a loan from MA Financial Group Limited's or any of its subsidiaries we will specifically disclose this ownership relationship to you again to ensure you understand our relationship with them.

### **4. PANEL LENDERS**

We will provide you with information on a broad range of finance providers and loan products. Once you have chosen a loan or lease that is suitable for you, we will assist in obtaining approval for the finance. We source finance products from a panel of finance providers. Our Current Top 6 providers to which our Representatives introduced borrowers are:

Macquarie Bank Origin Mortgage Management Services WellNigh	National Australian Bank ANZ HomeStart
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### **5. INFORMATION WILL BE REQUIRED FROM YOU**

Before we suggest or assist you with entering into a loan (or lease) or increasing the credit limit of an existing loan, we must assess if that loan will be unsuitable for you. In order to do this, we will need to ask you a series of questions to make this assessment. This includes:

- making reasonable enquiries about your borrowing objectives and requirements;
- making reasonable enquiries about your financial situation; and
- taking reasonable steps to verify the details of your financial situation.

A loan or increasing the credit limit of an existing loan will be unsuitable if at the time of making the assessment, it is likely that you will be unable to repay the loan or lease or can afford to repay it only with substantial hardship; or the loan or lease does not meet your stated requirements or objectives.

If we provide you with credit assistance, we will provide you with a copy of our preliminary credit assessment that details how we considered the product we suggested.

### **6. INFORMATION PROVIDED BY US**

We do not provide financial or legal advice. It is important to understand your legal obligations under a proposed loan or lease and the financial consequences imposed by the debt. If you have any doubts, you should obtain independent financial and legal advice before you enter into any finance contract.

We do not make any representations about the current value of any real estate you finance through us, or the future prospects of its value. You should always rely upon your own enquiries.

### **7. FEES PAYABLE BY YOU**

We may charge you for our services if you apply for a home loan, an investment property loan, a personal loan or a lease. If a fee is to be charged, this will be disclosed to you in a Credit Quote which will be provided to you for your approval before applying for finance.

You may need to pay fees to the finance provider as part of the application process. These will be detailed in a Credit Proposal Disclosure Document that we will provide to you before applying for finance.

## **8. COMMISSIONS RECEIVED BY US**

We may receive commissions from the finance provider that provides your loan or lease. These are not fees payable by you. Further details of the commission earned by us will be provided in the Credit Proposal Disclosure Document that we will provide to you before applying for finance.

We may receive additional commissions or bonuses from finance providers relating to the volume of finance that we arrange. Such payments are dependent upon a number of factors and cannot be quantified at this point.

## **9. COMMISSIONS AND FEES PAYABLE BY US**

Referrals from a broad range of sources are sourced by us and our representatives. For example, we or our representatives may pay commissions or fees to call centre companies, real estate agents, accountants, solicitors or other businesses for referring you to us. These are not fees payable by you. Any referral fee or commission paid in relation to your referral will be disclosed in the Credit Proposal Disclosure Document that will be given to you before applying for finance.

## **10. OUR INTERNAL DISPUTE RESOLUTION SCHEME**

We hope that you are delighted with our services. However, if you have any complaints, you may contact our complaints officer who will aim to resolve your complaint within five business days.

If the complaint is going to take longer than five business days, we will keep you updated on the progress and provide you a written response when our investigation is complete. This response will let you know the outcome of the investigation and the reasons for our decision.

## **11. OUR EXTERNAL DISPUTE RESOLUTION SCHEME**

If you are not satisfied with the outcome of your complaint, or you have not heard from us within 45 days, you may refer the matter to the Australian Financial Complaints Authority (AFCA), an ASIC-approved External Dispute Resolution Scheme. External dispute resolution is a service provided at no cost to you, giving you access to an independent mechanism for the resolution of specific complaints or disputes. AFCA's contact details are included above.

## **12. PRIVACY DISCLOSURE STATEMENT**

We are collecting personal and financial information about you to provide you with our broking services.

1. The information you provide will be held by us and our Credit Representative.
2. We may use credit information and any other information you provide to arrange or provide finance and other services.
3. We may exchange the information with the following types of entities, some of which are located overseas:
  - Persons who provide finance or other products to you, or to whom an application has been made for those products.
  - Financial consultants, accountants, lawyers, and advisers
  - Any industry body, tribunal, court or otherwise in connection with any complaint regarding our services
  - Any person where we are required by law to do so
  - Any of our associates, related entities, contractors, and outsourcing partners some of which are in the Philippines
  - Persons to verify the information you have provided, such as your employer, accountant, or superannuation provider
  - Any person considering acquiring an interest in our business or assets
  - Any organisation providing online verification of your identity
4. You may gain access to the personal information that we hold about you by contacting us. You can also contact us for a copy of our privacy policy. Our privacy policy contains information about how you may access or seek correction of the information we hold about you, how we manage that information and our complaints process. Our privacy policy is available from [www.finsure.com.au](http://www.finsure.com.au).

If you do not provide the information we may be unable to assist in arranging finance or providing other services.

### **13. DO YOU HAVE ANY QUESTIONS?**

If you have any questions about this Credit Guide or about any other aspect of our services, please do not hesitate to ask us at any time. We are here to assist you.

### **14. LENDER ACCREDITATIONS**

At the time this document was generated, I was accredited with the following Lenders:

Adelaide Bank	La Trobe
Allianz	Liberty
ANZ	Macquarie Bank
Australian Military Bank	ME Bank
Auswide	Metro
Bank of Sydney	MyLoan Elect
Bendigo Bank	MyLoan Plus
Better Choice	NAB
Bluestone	ORDE Financial
BOQ (Bank of Queensland)	Own Home
BankWest	Paramount
CBA (Commonwealth Bank)	Pepper Asset
Citibank	Pepper Money
Crown Money	Prospa
Deposit Power	Qudos Bank
Firefighters Mutual Bank	Resimac
Firstmac	St George
FMS	Suncorp
Future Financial	Teachers Mutual Bank
Granite Loans	Thinktank
Household Capital	UBank
Heritage	UniBank
Homeloans	Well Nigh
Homestart	Westpac
HSBC	
ING	