

**About this Credit Guide**

This Credit Guide has important information about Option Home Loans and your Option Lending Specialist. It contains details about:

- Our fees, charges and commissions for helping you obtain a loan or other credit product.
- How we meet our responsible lending obligations to provide credit that is not unsuitable for you; and
- What you can do if you have a complaint or compliment about Option Home Loans or your Lending Specialist (Mortgage broker).

Credit Licence Details	
Credit Licence	Australian Credit Licence Number 387025
Trading name	Specialist Finance Group
Internal Complaints Officer	compliance@spfgroup.com.au
External Dispute Resolution	Credit & Investments Ombudsman www.cio.org.au

**Our commitment to service**

Specialist Finance Group was established in 1991 making us one for the oldest mortgage originators in Australia and has been at the forefront in assisting our industry in both compliance and licensing requirements. Specialist Finance Group prides itself on its quality of service within our industry and in particular to you, our client.

Your Specialist Finance Group Finance Broker (Lending Specialist) is committed to assisting you to find the right finance option, based on the information provided, from our extensive lender panel which can be viewed on page 5 of this Credit Guide. We are licensed to arrange loans and leases under the National Consumer Credit Protection Act 2009 (NCCP Act). The NCCP Act regulates the activity of lending, leasing, and finance broking.

Services We Provide	Fees payable by you
<p>Under the NCCP Act, we are obliged to ensure that any loan or principal increase to a loan we help you to obtain, or any lease we help you enter into is not unsuitable for you. To decide this, we may need to ask you some questions in order to assess whether the loan or lease is not unsuitable. The law requires us to:</p> <ul style="list-style-type: none"> <li>- Make reasonable inquiries about your requirements and objectives</li> <li>- Make reasonable inquiries about your financial situation</li> <li>- Take reasonable steps to verify that financial situation</li> <li>- Provide helpful and professional assistance with your finance requirements</li> <li>- Deal with you in a fair and ethical manner</li> <li>- Obtain and analyse your information provided to find the finance options that meet your requirements</li> <li>- Explain your finance options available to you from our lender panel</li> <li>- Detail all fees and costs associated with your finance options including all purchases and refinancing costs, if applicable</li> <li>- Complete and submit your finance application to the lending institution selected.</li> </ul>	<p>We do not charge you for our services as we are paid commission by the lender. However, fees and charges may be applicable with the lender of your choice, such as application fees, valuation fees or other fees.</p> <p>If for any reason your loan does not proceed, you may still be required to pay the lender’s application and other fees, valuation fees and government fees as charged by the lender.</p> <p>You may also be required to pay a Brokerage amount to Specialist Finance Group or your Option Lending Specialist for credit assistance. If payable, more detail about those fees will be set out in a quote.</p> <p>Please ask your Option Lending Specialist should you have any questions in relation to the above.</p>

### Credit will be deemed unsuitable if at the time of the assessment

You could not pay or could only pay with substantial hardship. The credit will not meet your requirements and objectives. We must provide you with a copy of our preliminary credit assessment of your application if you ask within seven years of when we assist you. We are only required to give you a copy of the credit assessment if we give you credit assistance.

Commissions received by us	Commissions payable by us	Volume based incentives
<p>We may receive commissions from the lenders who provide finance for you as our customers. These are not fees payable by you.</p> <p>You may obtain from us information about a reasonable estimate of those commissions and how the commission is worked out.</p>	<p>We source referrals from a broad range of sources. For example, we may pay fees to Real Estate Agents, Accountants, or Lawyers for referring you to us.</p> <p>These referral fees are generally small amounts and accord with usual business practice. These are not fees payable by you. You may, on request, obtain a reasonable estimate of those commissions and how the commission is worked out.</p>	<p>From time to time we 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 write a particular volume of loans offered by those lenders.</p>

### Internal Dispute Resolution scheme

Before you accept your loan offer, make sure you read the credit contract/loan agreement carefully to find full details of the loan. Warning: You should check the loan agreement/credit contract to ensure that the terms of the loan do not vary from what you require. If they do, inform us immediately so that we can assist you.

If you have a complaint about your finance application or if you believe an error has occurred, then please contact your Specialist Finance Group Finance Broker. If you are not satisfied with the outcome or in which the way your complaint has been handled, then you can contact Specialist Finance Group's Internal Complaints Officer who will endeavour to resolve your complaint:

#### Complaints Officer

Specialist Finance Group  
325 Churchill Ave, Subiaco WA 6008

and may be contacted on:

**Phone:** 08 9286 6888

**Email:** [compliance@spfgroup.com.au](mailto:compliance@spfgroup.com.au)

### External Dispute Resolution scheme

If you are still not satisfied with the outcome of your complaint, then you have the further option of referring the matter to an external dispute resolution scheme known as CIO (Credit & Investments Ombudsman) Member Number 0040646.

### CIO Service Case Management

PO Box A252 SOUTH SYDNEY NSW 1235

**Phone:** 1800 138 422 Fax: 02 9273 8440

**Email:** [info@cio.org.au](mailto:info@cio.org.au)

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

### Panel Lenders

We source finance from a panel of lenders. Our panel lenders are: AFM, AMP, ANZ, Auswide Bank, Bankwest, Beyond Bank, Bluebay Home Loans, Bluestone, CBA, Citibank, Deposit Power, Firstmac, Goldfields Money, Heritage Bank, ING, Keystart, Latitude, La Trobe, Liberty, Macquarie, ME Bank, Mortgage Ezy, My State, NAB Broker, NLG Leasing, Paramount Mortgages, Pepper, P&N Bank, Qudos Bank, Ratesetter, Resimac, Suncorp, St George/BOM/BankSA, Teachers Mutual Bank, Westpac.

### Questions?

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

## Things you should know

**1.** We are obliged to act in your best interests and give you undivided loyalty unaffected by any of our interests. However, we also represent lenders and have obligations to them, in particular 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. Please ensure that you understand we have these obligations to the lender and under the law. Should you have any questions, please ask before you sign the Credit Proposal.

**2.** Under the law, we are required to ensure that the finance we arrange for you is appropriate. Accordingly we will make reasonable enquiries in relation to your needs, objectives, and financial circumstances.

**Warning:** The proposed loan arrangements will be based on the products available from our panel lenders and the information provided by you. If the information you provide is incomplete or inaccurate, before entering the loan you should consider its appropriateness having regard to your relevant personal circumstances and if necessary seek independent financial advice.

**3.** If you are refinancing a loan, and your commitments will be increased, you should seek independent financial advice to make sure that you are able to meet the increased Commitments.

**Warning:** Your regular repayments may not increase, but the total you have to pay may increase – for example by having to make repayments over a longer period.

**4.** We do not provide legal, financial or taxation advice unless specified in a separate contract. Accordingly, it is important you ensure you understand your legal obligations under the loan, and the financial consequences. We recommend that you consult your Accountant, Solicitor, Taxation Department, Investment Adviser or any other licensed person in respect to the financial implications of this application for finance before you enter the loan contract.

**5.** Under the Financial Services Reform Act 2001, Specialist Finance Group and/or their authorised representative can not provide any advice or opinion on any deposit accounts and/or insurance products.

**6.** We do not determine or recommend the conditions of the credit contract (such as interest rates, fees or the term of the loan).

**7.** We and nobody else will receive any financial or other benefit or have any other interest or relationship which could reasonably be expected to influence our recommendation other than as disclosed in this agreement.

**8.** We undertake to inform you if, after recommending a particular product and prior to you entering into a contract for that product:

- a.** the commission payments differ from those described in this agreement;
- b.** if we determine or recommend conditions of the credit contract, the effect of any such condition on the amount of commission we receive from our panel lenders/funders;
- c.** any other person will receive any benefit if that person could reasonably be expected to influence our recommendation; and
- d.** any interest or relationships we have that could reasonably be expected to influence our recommendation. any interest or relationships we have that could reasonably be expected to influence our recommendation.

**9.** As a duty of care, Specialist Finance Group and/or their representative recommend that you seek professional advice in regards to insurance products such as mortgage protection

insurance, income protection insurance and life insurance. It is the responsibility of the applicant(s) to maintain mortgage repayments and we strongly recommend that you seek insurance advice with regards to risk management and financial planning.

**10.** We don't make any promises about the value of any property you finance with us or its future prospects. You should always rely on your own enquiries.

**11.** We don't provide legal or financial advice. It is important you understand your legal obligations under the loan, and the financial consequences. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan contract.

Finance Broker   Lending Specialist	
Broker Name	Rebecca Boss
Email	rebecca.@option.com.au
Phone Number	+61 450 920 128
Address	Credit & Investments Ombudsman www.cio.org.au

In handling your personal information, Mortgage Specialists Pty Ltd ABN 48 612 422 178 T/As Specialist Finance Group, Australian Credit Licence 387025, 325 Churchill Ave, Subiaco WA 6008, 08 9286 6888 and our Authorised Credit Representatives are committed to complying with the Privacy Act 1988 and the Australian Privacy Principles.

**1. How and why we collect your personal information**

We collect personal information from you when you apply for or use our products and services. In particular, we collect it so we can provide you with the products and services you require.

**2. Providing Your Personal Information to Other Organisations**

In providing products and services to you it may be necessary for us to retain your personal information and provide it to other organisations with which we conduct business. We may exchange the information with the following types of entities, some of which may be located overseas.

- Organisations which provide finance or other products to you or to whom an application has been made.
- Finance consultants, accountants and auditors, conveyancers and legal advisers, insurers, printers and mailing services.
- Any associates, related entities, contractors and our mortgage aggregator (Specialist Finance Group).
- 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.
- Your referees, such as your employer, to verify information you have provided.
- Any person considering acquiring an interest in our business or assets.
- Any organisation providing online verification of your identity.

**3. Your rights**

You may gain access to the personal information that we hold about you by contacting us. You can also contact us to obtain a copy of our privacy policy. The policy contains information about how you can access or seek correction of the information we hold about you, how we manage that information and our complaints process.

By signing this consent you agree that we may collect, use and disclose your information also as specified below;

**4. Consent to provide your personal information to a credit reporting body (CRB)**

If we act as your agent to obtain a report or information about your consumer or commercial credit worthiness from a (CRB), we may disclose personal information such as your name, date of birth, and address to the CRB to obtain an assessment of whether that personal information matches information held by it.

NO I/we do not appoint you as our agent to obtain a credit report on my/our behalf

**5. Consent to receive marketing Information**

If you consent to us doing so, we may provide you with information from time to time about new products and services available to you from us or other businesses with whom we have a relationship. Your consent to our providing this information to you will be implied unless you notify us that you do not wish to receive this information.

NO I/we do not wish to receive marketing material

**6. Consent to receive documents electronically**

If you consent to us providing you with documents by electronic communication, you confirm that paper documents may no longer be given and electronic communications must be regularly checked for documents. Consent to the giving of documents by electronic communication may be withdrawn at any time.

NO I/we do not wish to receive documents electronically

**7. If your personal information is not provided**

If you do not provide us with all of the information we request we may be unable to supply to you the product or service that you require.

<b>Applicant 1</b>		<b>Applicant 2</b>	
(Name)		(Name)	
Signature:		Signature:	
Date:		Date:	
<b>Applicant 3</b>		<b>Applicant 4</b>	
(Name)		(Name)	
Signature:		Signature:	
Date:		Date:	