

# CREDIT GUIDE



Thank you for considering doing business with Car Finance Australia.

We are a licensed provider of credit assistance under the National Consumer Credit Protection Act 2009. This document provides you with information about us, our representative with whom you are dealing and the services we provide.

Registered Name:	Car Finance Australia Pty Ltd ABN 27 159 978 613
Trading Names:	Car Finance Australia Auto Credit Deals
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Australian Credit Licence:	478 562
CIO Membership:	M0036183

If you are looking for consumer credit products, our role is to help you find a product that suits you. That process involves talking to you to understand your requirements and objectives in seeking credit, as well as understanding your financial position.

## Our assistance process

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 market place 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 seven years after we provided you with this assistance.

## With what products do we provide assistance?

In the past 3 months, the top 3 lenders that our clients have been placed with are:

1. ANZ
2. Pepper Money
3. Commonwealth Bank

This is not to say that we will 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 above list.

## How do we get paid?

We are paid a commission directly from the lender. The lender may pay us a percentage amount upon settlement of your loan and may pay us an ongoing percentage amount for the life of your loan.

These amounts are paid to us by the lender and ARE NOT payable by you. If you are interested and want an estimate of what our commission payment will be and how it is worked out, please just ask us and we will be only too glad to provide you with this information.

In certain cases, lenders may pay us a higher amount of commission, based on the volume of business that we send to them. We have such arrangements in place with the following lenders:

These fees are payable by the above lenders direct to QED Credit Services. We, in turn, pass these commissions directly on to our sales/broking staff.

We will also charge you a direct fee of between \$300 and \$600 for our services. The fee payable will depend on the complexity of your situation but will be separately disclosed to you in our *Credit Quote* that we will provide for your signoff before we proceed with actually assisting you. In any case, the fee will be no greater than \$600.

## Referral fees

In some cases, your business may have been referred to us by non-regulated third parties such as real estate agents, accountants, financial planners etc. Where this is the case, we *may* pay a referral fee to these parties. If we do pay a fee to these parties, then

- 1) They should already have told you about this; and
- 2) We will either disclose the actual fee in our final documentation with you or we will instruct you that, if you want to know, you can ask us about the fees and we will tell you how much was paid and how it was worked out.

## What if you are not happy with our services?

At Car Finance Australia, we always work hard to build strong and lasting relationships with our valued customers. By listening to your feedback, not only can we address any immediate concerns you may have, we will also continually improve our products and services.

We know there are times when you may wish to compliment us on something we have done well and other times when you may wish to tell us we have not met your expectations.

If, for any reason, you do not feel that you have received the highest standard of care from us, we encourage you to share this with us. We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly. You can contact us by whichever of the following means best suits you:

By phone: 1300 739 770

By email: [enquires@carfinanceaustralia.com.au](mailto:enquires@carfinanceaustralia.com.au)

By mail: Po Box 3068, Newmarket QLD 4051

If you choose to contact us by mail or email, please make sure you provide as much detail as possible about your complaint.

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within 5 days. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event we are still investigating your complaint after 45 days we will write to you to explain why and to let you know when we expect to have completed our investigation.

When we have completed our investigation we will write to let you know the outcome and the reasons for our decision.

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## Taking it further

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 45 days, then you can have your complaint heard by an independent party, the Credit & Investments Ombudsman (CIO). You can contact CIO at:

By mail: PO Box A252, Sydney South NSW 1235

By phone: 1800 138 422

Website: <http://www.cio.org.au>