

Credit Guide

This Credit Guide is designed to help you in deciding whether to enter into a credit contract with Empower Money Pty Ltd ACN 678 964 853 Australian Credit Licence Number 561207 of 1/11 Packard Ave Castle Hill NSW 2154.

What credit product we offer

We offer a range of consumer lending products, including home loans and residential investment loans.

Our obligations before providing credit to you

We are prohibited by law from providing credit that is unsuitable for you. This means before we provide you credit, we must make an assessment that:

- you can meet your financial obligations under the credit contract without substantial hardship; and
- the credit meets your requirements and objectives.

To help us to make this assessment, the law requires us to:

- make reasonable inquiries about your financial situation, requirements and objectives that we believe are relevant to the credit you are applying for;
- take reasonable steps to verify that financial situation; and
- use this information to determine whether the credit is unsuitable for you.

Credit will be unsuitable if, at the time of the assessment, it is likely that at the time the credit is provided:

- you could not pay or could only pay with substantial hardship; and/or
- the credit will not meet your requirements and 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.

You can ask for a written copy of our final assessment, which will include a summary of the inquiries we made and the factual information we relied on. We must provide you with a copy of this assessment if you ask within 7 years of when you entered into the credit contract (or accepted a credit limit increase). However, we are not required to provide you an assessment when your application is declined or if you decide to not increase your credit limit.

If we arrange a loan for you to purchase or refinance real estate, remember you must make your own enquiries about the value of the real estate and its potential for future growth. Although we may obtain a valuation, that is for our own use and you should not rely on it.

We don't provide legal or financial advice. It is important that you understand your legal obligations under the loan, and the financial consequences.

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

Relationships and Associations

Empower Money has associations with referrers, brokers and other third parties. Empower Money and Property Gateway Partners are both part of White Picket Fence Holdings.

Commissions payable by us

We may source referrals from a broad range of sources including through mortgage brokers. We will pay these referring parties a referral fee for the referral. These referral fees are generally small amounts and accord with usual business practice. These are not fees payable by you. You may obtain from us a reasonable estimate of the amount of commission and how it is worked out.

Our internal dispute resolution scheme

We hope you are delighted with our services, but if you are unhappy or have a complaint you should notify us by contacting our Complaints Officer by:

- telephoning **1300 002 123**
- emailing **support@empowermoney.com.au**
- writing to **PO Box 71 Kellyville NSW 2155**

or by speaking to any representative of our business who will refer you to the Complaints Officer, details of whom are shown above.

You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing. When we receive a complaint, we will attempt to resolve it promptly. We hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

Our external dispute resolution scheme

If we do not reach agreement on your complaint, you may be able to refer the complaint to the Australian Financial Complaints Authority (**AFCA**). You can contact AFCA by:

- telephoning 1800 931 678
- emailing info@afca.org.au
- writing to GPO Box 3, Melbourne VIC 3001
- visiting www.afca.org.au

AFCA is a free service established to provide you with an independent mechanism to resolve specific complaints.

You can obtain further details about my 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 my services, just ask at any time. We're here to help you.