

# Credit Guide

Version date: 1/7/2014

## About this credit guide

This credit guide has information about us and:

- our fees and charges and commissions that may be received by us or our representatives
- our responsible lending obligations under the National Consumer Credit Protection Act
- what you can do if you have a complaint

For general information about borrowing go to our website at [lifestyleloans.com.au](http://lifestyleloans.com.au)

## Services we provide

We will provide you with information on a broad range of financiers and products, including our own branded products which we believe are amongst the best in the market.

Once you have chosen a loan or lease that is suitable for you, we will help you to obtain an approval.

## Our panel lenders

The six credit providers with whom we conduct the most business when providing credit assistance are:

- Advantedge
- ING
- Adelaide Bank
- NAB
- Capital Finance
- Westpac

We also conduct business with a number of other credit providers, but those listed above are the ones we reasonably believe that we conduct the most business with.

## Fees payable by you

We sometimes charge a fee for our services. More details about the fees payable by you will be set out in a quote which we will give you before a finance application is lodged.

We source referrals from a broad range of sources. For example, we may pay fees to property buyer's advocates, real estate agents, accountants, or lawyers for referring you to us. Any and all commissions payable will be listed on your credit quote.

## Information we need

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 to enter 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:

- make reasonable inquiries about your requirements and objectives;
- make reasonable inquiries about your financial situation;
- take reasonable steps to verify that financial situation.

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;
- 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 us is accurate.

We must provide you with a copy of our preliminary credit assessment of your application if you ask within 7 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, fees & charges

We may receive commissions from the lenders and lessors who provide finance for you as our customers. These are not fees payable by you. You may obtain from us information about a reasonable estimate of those commissions and how the commission is worked out. The contract will be unsuitable for you if, at the time we provide the credit assistance or the contract is entered into:

We source referrals from a broad range of sources. For example, we may pay fees to property buyer's advocates, real estate agents, accountants, or lawyers for referring you to us. These referral fees are generally small amounts and accord with usual business practice. These are not fees payable by you. Any and all commissions payable will be listed on your credit quote.

## Internal dispute resolution

We hope you are delighted with our services, but if you have any complaints you should notify us by contacting our Complaints Officer, Frank Sauro:

Lifestyle Loans  
28 Queensberry St Carlton VIC 3053  
**Phone** 03 9663 0009  
**Fax** 03 9663 0095  
**Email** info@lifestyleloans.com.au  
**Website** www.lifestyleloans.com.au

or by speaking to any representative of our business who will refer you to the Complaints Officer.

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.

## External dispute resolution

If we do not reach agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution (EDR) Scheme. EDR is a free service established to provide you with an independent mechanism to resolve complaints.

Credit Ombudsman Service Ltd  
PO Box A252  
South Sydney NSW 1235  
**Phone** 1800 138 422  
**Fax** 02 9273 8440  
**Website** www.cosl.com.au

## Things you should know

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.

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.

## Our credit representatives

We have appointed a number of credit representatives to provide services. Details of the credit representative you are dealing with are set out below.

Frank Sauro  
**Mob** 0414 325 192  
**Email** frank@lifestyleloans.com.au

Stephen Stewart  
**Mob** 0411 442 375  
**Email** steve@lifestyleloans.com.au

Alex Maiorano  
**Mob** 0415 665 302  
**Email** alex@lifestyleloans.com.au

Stephen Piltz  
**Mob** 0411 100 210  
**Email** stephen@lifestyleloans.com.au

Maria Sauro  
**Mob** 03 9663 0009  
**Email** maria@lifestyleloans.com.au

## Important information

The information specified above applies specifically to the credit representative. In addition:

The credit representative may receive the whole or part of the commissions and fees referred to above directly or indirectly from us as the licensee. You can obtain information from the credit representative about a reasonable estimate of those commissions and how the commission is calculated.

The credit representative sometimes charges a fee for services. More details about the fees payable by you will be set out in a quote which we will give you before a finance application is lodged. You can obtain information about how these fees and charges are worked out by asking the credit representative.