

# CREDIT GUIDE & QUOTE



This document provides information about:

- Who we are, the services we will provide and the fee we will charge for those services
- Our responsible lending obligations under the National Consumer Credit Protection Act 2009 and the National Credit Code
- The fees and commissions that may be received by us for arranging your loan
- What to do if you have a complaint about our services

## WHO WE ARE

Allcredit Pty Limited as trustee for Allcredit Unit Trust (ABN 81 915 283 703)  
Australian Credit Licence 449388

Level 2 982-988 Wellington Street, West Perth, WA, 6005

Phone: 1300 550 112

Allcredit Finance Brokers (Representatives) are able to assist you in finding a credit provider and arranging a suitable loan to meet your objectives. This service is known as credit assistance. When providing such credit services we will be acting as your agent and not as the agent of any credit provider.

## OUR QUOTE FOR PROVIDING YOU WITH CREDIT ASSISTANCE

Our general obligations to you:

The National Consumer Credit Protection Act 2009 (NCCPA) does not permit us to provide credit assistance to a consumer by:

- suggesting that you apply, or assisting you to apply, for a particular credit contract with a particular credit provider; or
- suggesting that you apply, or assisting you to apply, for an increase to the credit limit of a particular credit contract with a particular credit provider, if the credit contract will be unsuitable for you.

A credit contract will be unsuitable for you, if at the time the credit assistance is provided, it is likely that:

- you will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship; or
- the contract does not meet your requirements or objectives.

We are required to make a preliminary assessment of whether the contract is unsuitable for you before we suggest that you apply or assist you to apply for a credit contract (or an increase to your credit limit).

In making this assessment, we will only take into account information that satisfies both of the following requirements:

- the information is about your financial situation, requirements or objectives; and;
- at the time the credit assistance is provided:

  - we had reason to believe that the information was true; or
  - we would have had reason to believe that the information was true if we had made reasonable inquiries about you.

To enable us to do this, we will ask about your financial situation and your requirements and objectives in relation to the credit contract. We may request copies of documents such as pay slips and past tax returns. We may also ask you to supply other proof of your ability to repay the loan.

We are required to verify certain financial information if you do not provide it to us. It is important that you provide us with complete and accurate information.

You can request a copy of our preliminary assessment at any time within 7 years after we provide a credit quote. If you request a copy of your preliminary assessment we must provide you with a copy at no charge to you.

We must provide the written copy within 7 business days if your request is made within two years of the credit quote or otherwise within 21 business days. We do not need to give you a copy of the preliminary assessment if your request is made more than 7 years after the date of the credit quote or if credit assistance was not provided to you.

## IF YOU HAVE A COMPLAINT

If you have a complaint about the service provided to you then please contact our Complaints Officer and tell us about your complaint. We may request that you put your complaint in writing. Once we receive your complaint, we will acknowledge receipt of the complaint, investigate the matter and endeavour to address it as quickly as possible. We aim to resolve your complaint when you first contact us. However, it may take us up to 45 days to provide a final response to your complaint. Please provide all information to:

**Allcredit**  
Level 2 982-988 Wellington Street West Perth WA 6005

Complaints in relation to your loan including complaints about default notices, hardship applications or postponement of enforcement proceedings should be discussed directly with your credit provider. We expect that we will be able to completely resolve any issues that you raise. If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may refer your complaint to our external dispute resolution scheme the Australian Financial Complaints Authority (ACFA). This is a free service to you and provides independent dispute resolution where required.

**ACFA can be contacted at:**

GPO Box 3  
Melbourne VIC 3001  
T: 1800 931 678 E: info@acfa.org.au W: www.acfa.org.au

## SERVICES

Our credit assistance services in sourcing and arranging a suitable loan include:

- Obtaining further information from you, including but not limited to, employers, accountants and credit checking agencies;
- Investigating suitable loans and providing you with the information about one or more loans that meet your objectives;
- Assessing, verifying and documenting information, ensuring the chosen loan is not unsuitable for you;
- Helping you complete the application, compiling the documents required by the credit provider and submitting the application to the credit provider;
- Liaising with the credit provider during the approval process, providing any further assistance with the finalisation of the loan as required.

## PROHIBITION ON SUGGESTING OR ASSISTING WITH UNSUITABLE CONTRACTS

If you ask us to assist you in finding a credit provider, and arrange a suitable loan to meet your objectives, we have to provide you with a quote.

Our services include determining whether or not the loan contract is one that is not unsuitable for you and then assisting you to complete the documents and submitting your completed loan application to at least one of our preferred credit providers.

We charge a once only origination fee of up to \$2500 for the successful arrangement of your loan. Our origination fee will be included in the loan amount financed by your credit provider.

If your loan application is not approved there will be no fee payable by you.

Unless you sign and date the section below, or otherwise indicate your acceptance of our quote, we will be unable to provide you with credit assistance.

## PREFERRED CREDIT PROVIDERS

The preferred credit providers from whom we source loans are:

- Allcredit Automotive Finance
- Latitude Financial Services
- Pepper Asset Finance
- WISR
- Plenti
- LoanU
- Finance One
- Greenlight Auto
- Liberty Finance
- Car Start Finance
- Money Place
- Scotpac Finance
- Angle Finance
- Autopay
- Money3
- Azora
- Affordable Car Loan

## COMMISSION

**Commission paid by credit providers**

We will receive a commission from a preferred credit provider if you enter into a credit contract with that provider. The amount of the commission that we receive in relation to any particular credit contract depends on the credit provider, the amount of the loan and the terms of the loan. The amount of the commission can range from 0% to 24% of the total amount financed.

In addition, we may also receive a volume bonus from a credit provider depending on the total value of loans placed with that credit provider during the month. The amount of this bonus can range anywhere from 0% to 3% of the total amount financed and it is paid in arrears.

**Commission paid by us**

From the commission and bonuses we receive from the preferred credit providers we may pay:

- our representatives a commission which is in addition to their salary
- referral fees or commissions to people or businesses that referred you to us.

You have the right to request an estimate of how much these payments may be and how the commissions or fees are worked out.

## CONSENT & ACKNOWLEDGEMENT

**Borrower(s)/Guarantor(s)**

By signing this document, acknowledging acceptance by submitting my/our enquiry, or emailing my/our acceptance to you, I / We:

- Accept the quote provided for providing credit assistance;
- Confirm the appointment of the Credit Licensee to provide credit assistance and to arrange credit on my/our behalf;
- Acknowledge that I / We have received a copy of the Credit Guide & Quote; Acknowledge that I / We have received and read the Privacy Consent Form below; Consent to you collecting, using, disclosing, exchanging and transferring overseas my/our personal information and credit information as described in the Privacy Consent Form below; and
- Consent to receive notices and documents electronically. By giving this consent, I/we understand that:
  - a. you may no longer send paper copies of notices and other documents to me/us;
  - b. I/we should regularly check my/our nominated email address for notices and other documents;
  - c. You may send the notices and other documents by email or provide a notice in an email that the documents are displayed on and can be retrieved from a website; and I/we may withdraw my/our consent to the receiving of notices and documents by electronic means at any time.

This Credit Guide and Quote applies from 5 July 2023 and remains valid unless a further Credit Guide and Quote is issued to replace it.

# PRIVACY DISCLOSURE & CONSENT

Allcredit Pty Limited as trustee for Allcredit  
Unit Trust (ABN 81 915 283 703)  
Australian Credit Licence 449388



## PERSONAL INFORMATION

We collect personal information from you to process your application or to assist you to find suitable product or service from our panel of lenders. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction. We may also use your information to tell you about products or services that we think may interest you.

We may disclose your personal information to entities located in a foreign country outside of Australia. Details of countries where these overseas entities are likely to be located are available in our privacy policy or by contacting us at [info@allcredit.com.au](mailto:info@allcredit.com.au)

## ELECTRONIC MESSAGES

I/We understand that as part of their commitment to providing me/us with the best possible service. Allcredit Pty Limited may from time to time send me/us electronic messages. I/we understand that these messages will be clearly identified as originating from Allcredit Pty Limited and each communication will provide a clear unsubscribe facility if required. I/we understand that if I/we do not wish to receive these electronic commercial messages we will inform Allcredit Pty Limited by writing or emailing to [info@allcredit.com.au](mailto:info@allcredit.com.au)

## PROVIDING INFORMATION TO A CREDIT REPORTING AGENCY

I/We acknowledge that Allcredit Pty Limited and/or its employees may give to a credit reporting agency personal information about me/us to obtain a consumer credit report about me/us, or to allow the credit reporting agency to create or maintain a credit information file about me/us. The information that may be given includes: my identification and that credit may have been applied for and the amount and term of the loan.

## THE CREDIT PROVIDER OR LENDER OBTAINING CREDIT INFORMATION

To enable the credit provider to assess my/our application for personal or commercial credit and to collect overdue payments relating to credit owed by me/us, I/we authorise the credit provider to obtain; from a credit reporting agency, a credit report containing personal or commercial information about me/us in relation to personal or commercial credit provided to me/us; and from a business which provides information about the commercial creditworthiness of person, information about my commercial activities or commercial creditworthiness.

## EXCHANGING INFORMATION WITH OTHER CREDIT PROVIDERS

I/We agree that Allcredit Pty Limited or the credit provider may exchange information with other credit providers or lenders named either in this application or in a credit report issued by a credit reporting agency or from a business which provides information about the commercial creditworthiness of person which will be used to: assess my application for credit, assist me to meet or avoid default on my credit obligations and notify other credit providers of a default by me/us. I/We agree that you may disclose personal information to other credit providers at their request if you seek finance from them.

## EXCHANGING INFORMATION WITH OTHER PARTIES

I/We authorise that Allcredit Pty Limited or the credit provider to exchange with any other person including but not limited to other credit providers, funders, joint applicants or borrowers, employers, insurers, introducers, lenders, risk managers or service providers;

- Named in the application form or
- Named in a credit report issued by a credit reporting agency; or
- Who prepares or helps me/us to prepare this application; or
- Who is a broker, accountant, lawyer, valuers, financial advisor or other person assisting me/us; or
- Who is a party providing insurance, protection or risk management products to the credit provider; or
- Who is a person arranging, funding or potentially purchasing my/our loan by means of securitisation

Information about my/our credit arrangements, including information about my/our creditworthiness, employment, credit standing, credit history, or credit capacity that the credit provider is allowed to exchange under the Privacy Act 1988.

I/We understand the information may be exchanged for the following purposes: to assess an application by me/us for credit and my/our ongoing credit worthiness; to inform other credit providers as to the status of this loan where I am/we are in default with other credit providers; to assist me/us in meeting or to avoid defaulting on my/our credit obligations; to advise on an outcome or status of my/our credit application or the transactions or status of my/our loan account; to prepare loan and related documentation and to properly execute such documentation; to refer this application to another credit provider for consideration; to assess whether to provide insurance to the credit provider or other credit provider; to evaluate whether to provide risk management products to the credit provider or other credit provider; to prepare access cards or mailing labels; and for direct or indirect marketing (unless you tell us otherwise, planning, product development, research, risk assessment, modelling and loan management purposes.

## FURTHER DETAILS

For further details relating to the privacy principals of Allcredit Pty Limited please refer to our privacy policy or contact the privacy officer on [info@allcredit.com.au](mailto:info@allcredit.com.au)