

Credit Guide

- Credit Assistance Provider

Our contact details

Address: 50 Flinders Street Adelaide SA 5000

Postal Address: GPO Box 1942 Adelaide, SA 5001

Phone: 13 11 82

Website: peopleschoice.com.au

About this credit guide

This credit guide provides 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; and
- what you can do if you have a complaint.

Credit providers

The credit providers that we conduct business with when providing credit assistance are:

- Advantedge
- Chief Executive Officer (Housing), NT Government

Any credit assessments completed by us are based on the guidelines and policies of the credit providers.

Fees, charges and commissions

We do not impose fees and charges for providing you with credit assistance.

We receive commission from the credit providers in relation to the credit contracts for which we have provided credit assistance. The amount of commission we receive in relation to any particular credit contract depends on who the credit provider is, the amount of the loan and the terms of the loan.

We can make available to you, upon your request, information that provides a reasonable estimate of the commission we are likely to receive in relation to a credit contract, either directly or indirectly and how this commission is calculated. This information is provided at no cost.

To request this information please contact us using the contact details at the start of this credit guide. Once we receive your request we will provide you with the information using the contact details you have provided us within your request.

Credit contract must not be unsuitable for you

Under the National Consumer Credit Protection Act we must not suggest that you apply (or assist you to apply) for a particular credit contract with a particular credit provider if the contract will be unsuitable for you. Similarly, we must not suggest that you apply (or assist you to apply) for an increase to the credit limit of a particular credit contract with a particular credit provider, if the contract will be unsuitable for you.

The contract will be unsuitable for you if, at the time we provide the credit assistance, 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 will not meet your requirements or objectives.

We must make a preliminary assessment as to whether the credit contract or increasing the credit limit of an existing credit contract will be unsuitable, before we suggest that you apply or assist you to apply.

You can request a copy of our preliminary assessment. We must give you a copy (at no charge to you):

- within seven business days, if your request is made within two years of our credit assistance 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 seven years after the date of our credit assistance quote; or
- the credit contract is not entered into or the credit limit is not increased.

Dispute resolution procedures

We have an internal dispute resolution procedure. We are also a member of the Australian Financial Complaints Authority (AFCA), an independent external dispute resolution scheme (see contact details in this guide).

INTERNAL DISPUTE RESOLUTION

If you have a complaint, you should contact us first, by using any of the contact details contained in this Credit Guide.

Wherever possible we will seek to settle your complaint on the spot.

If we can't do this, we will advise you in writing within two business days of receiving your complaint about the procedures for investigating and handling the complaint. If we can't resolve your complaint within 5 business days, we'll provide you with a written response informing you of the final outcome.

Complaints we can't resolve on the spot

We will seek to deal with your complaint within 21 days. We will normally respond to you within 21 days of receiving the complaint, particularly if it involves financial hardship, a default notice or notice to postpone enforcement proceedings. However in some cases it may take up to 30 calendar days. Your complaint may take longer to assess if we need more information or if your complaint is complex. If the unresolved complaint exceeds the timeframe (as applicable), we will advise you in writing and specify a date when a decision can be expected, and give you regular updates.

Outcome of the complaint

Where required, we will advise you in writing of the outcome of our investigation, the reasons for the outcome, and further action you can take in respect of the complaint.

EXTERNAL DISPUTE RESOLUTION

If you are unhappy with any decision or the handling of the complaint by us, you can refer your complaint for external resolution to AFCA. This service is available at no cost to you.

Contact details are below:

Australian Financial Complaints Authority

Address: GPO Box 3, Melbourne, VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

In many cases this leads to a successful resolution. If the dispute remains unresolved, AFCA can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us (possibly requiring us to make a monetary payment to you).

Our external dispute resolution scheme cannot deal with your complaint (assuming the complaint is within the scheme's rules) unless you have attempted to resolve the problem with us first, and either:

- we have made a formal proposal to resolve the complaint, and you have told us that the proposal is not acceptable to you; or
- at least 21 days for credit reporting complaints or 30 days for all other complaints has elapsed since you made your complaint, whichever occurs sooner.