



CREDIT GUIDE

About You

	Full Name	Email	Phone	Address
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About Us - Broker Details

Broker: Helen Avis	Credit Representative Name: [Redacted]	Credit Representative Number: [Redacted]
MFAA Member Number: 74492	Business Name: SMATS Services (Australia) Pty Ltd	Address: 8/166 Brighton Rd, Scarborough WA 6019
Phone: +61 447 538 819	Email: helen@smats.net	

About Us - Licensee Details

Australian Credit Licence Name: SMATS Services (Australia) Pty Ltd	Australian Credit Licence Number: 385201	Business Name: SMATS Services (Australia)
Address: 8/166 Brighton Rd, Scarborough WA 6019	Phone: +61 8 9205 6828	Email: helen@smats.net

This Credit Guide provides important information about us and the services we provide. This document outlines the type of advice we can give you, how we are remunerated, fees and charges that may be applicable and what you can do should you have a complaint.

Our commitment to service

We are committed to assisting you find the right finance option based on the information provided by you. We have the essential qualifications, experience and competency required under the relevant legislation to give you the professional service needed in assessing your financial needs. You can be confident that we will deal with you in a fair and ethical manner and take the time to listen to your requirements and objectives. Once we have established your goals, we will investigate and assess a range of options from our extensive lender panel. Ultimately, our primary aim is to provide you with the finance which we believe is in your best interests.

Services we provide

We are authorised to arrange loans under the National Consumer Credit Protection Act 2009 (National Credit Act). The National Credit Act regulates the activity of lending, leasing and finance broking.

Under the National Credit 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 enter into is not unsuitable for you. To decide this, we are required to conduct a Preliminary Credit Assessment to determine if 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 deemed 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

When we make our assessment, it is important that we utilise information that is accurate, complete and up to date. If we are supplied with incomplete or incorrect information, you may be in breach of your legal obligations to the lender.

If we provide you with credit assistance, you can ask us for a copy of our assessment any time up to 7 years after we provide you with credit assistance. To request a copy please contact us and we will provide you with a copy:

- within 7 business days after the day we receive your request – provided you make the request within 2 years of the date of our credit assistance quote; or
- otherwise, within 21 business days after the day we receive your request.

Acting in your best interests

When providing credit assistance, we are obligated to act in your best interests. This means that any products we recommend to you must be in your best interests, and the reasons for these recommendations will be documented, recorded, and explained and provided to you. In order to ensure your best interests have been met, we will assess what product/s and what credit assistance will be in your best interests.

This recommendation will include information about why this is in your best interests and how it is aligned to your needs and objectives.

In the case of actual, potential, or perceived conflicts of interest, we will disclose these to you and prioritise your interests ahead of our own in all circumstances. This includes giving priority to your interests in situations where we know, or ought to reasonably know there is a conflict between the interests of you and the interest of ourselves or a third party.

Fees payable by you to us

If a fee is payable by you, this will be disclosed in a Credit Quote. The Credit Quote will outline any fees payable for providing credit assistance and the time that they are payable. If you do not receive a Credit Quote, this will indicate that no fees are payable.

Fees payable by you to third parties

When a credit application is submitted, other fees and charges may be applicable that are payable to the lender of your choice, such as application fees, valuation fees or other fees.

These fees will be disclosed in a Credit Proposal that will be provided to you once we have collaboratively decided on a loan product.

If for any reason your loan does not proceed, you may still be required to pay the lenders application and other fees, valuation fees and government fees as charged by the lender.

Fees paid by the Licensee to third parties

We may pay fees to call centre companies, real estate agents, accountants, or lawyers and others for referring you to us. These referral fees are generally small amounts in accordance with usual business practice.

These are not fees payable by you. On request you can obtain a reasonable estimate of the amount of the fee and how it is worked out.

From time to time, we may also remunerate other parties through payments, rewards or benefits.

If your broker is a Credit Representative of the Licensee they may also remunerate third parties in a similar manner.

Commissions received by the Licensee

We may receive fees, commissions or other remuneration or rewards from the lenders or lessors who fund the finance we arrange for you. These are not fees payable by you.

Remuneration or rewards may include training, professional development, entertainment, gifts, conference attendance, sponsorship, or entry into a competition run by a lender or my aggregator. These types of rewards are not generally permanent and the remuneration received is not readily ascertainable.

If your broker is a Credit Representative of the Licensee they may receive a whole or part of the commissions received by the licensee that has been described.

You may obtain from us information about a reasonable estimate of those commissions and how the commission is worked out. Specific details of any commission to be received will be included in the Credit Proposal document that we will provide you with when credit assistance is provided.



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Our lender panel

We have access to a comprehensive range of lenders to assist you in your finance requirements. The following list represents the panel of lenders that the licensee and any authorised credit representative nominated in this document may be able to access.

86 400	Firefighters Mutual Bank	Qudos Bank	Bank of Sydney	Macquarie Bank
Bluestone Mortgages	Paramount Mortgage Services	Bank Australia	Keystart (WA only)	Victorian Mortgage Group
MOVE Bank	ANZ	Heritage Bank	Teachers Mutual Bank	Better Mortgage Management
AAA Money Australia	Firstmac	Resimac	BankSA	ME Bank
Citibank	Pepper Money	Bank of Melbourne	La Trobe Financial	Virgin Money
MyState	Australian Military Bank	IMB Bank (VIC only)	Thinktank	Beyond Bank Australia
Adelaide Bank	Health Professionals Bank	St. George Bank	Bankwest	MKM
Commonwealth Bank	P&N Bank (WA only)	Bank of Queensland	Liberty Financial	Westpac
NAB	Auswide Bank	ING	UniBank	Bluebay Home Loans
AMP Bank	Heartland Reverse Mortgages	Suncorp Bank	Better Choice Home Loans	Mortgage Ezy

Licensee's top 6 most commonly used lenders:

Credit Representative's top 6 most commonly used lenders:

Commissions received by the Credit Representative

If your broker is a Credit Representative of the Licensee they may receive a whole or part of the commissions received by the licensee that has been described.

You may obtain from us information about a reasonable estimate of those commissions and how the commission is worked out. Specific details of any commission to be received will be included in the Credit Proposal document that we will provide you with when credit assistance is provided.

Commissions payable by us

We source referrals from a broad range of sources. For example, we may pay fees to 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. You may, on request, obtain a reasonable estimate of those commissions and how the commission is worked out.

Our Internal Dispute Resolution (IDR) Scheme

We are committed to providing you with the best possible service. If at any time we have not met our obligations or you have a complaint about the service that we provide, please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly. If you have a complaint, the following steps are available to you.

In the first instance, please contact Helen Avis.

1. Before you accept your loan offer, make sure you read the credit contract/loan agreement carefully to find full details of the loan. You should check the loan agreement/credit contract to ensure that the terms of the loan do not vary from what you require. If they do, inform us immediately so that we can assist you.
2. If you have a complaint about your finance application or if you believe an error has occurred, please contact your Finance Broker. We will acknowledge receipt of your complaint within 1 business day. If your Finance Broker is unable to resolve the complaint to your satisfaction within 5 business days, we will escalate the complaint to the Complaints Officer. You can also contact the Complaints Officer directly as detailed below:

Internal Complaints Officer: Helen Avis

Phone: +61 447 583 819

Fax: +65 6293 4332

Address: 8/166 Brighton Rd, Scarborough WA 6019, Australia

Email: helen@smats.net

There will be situations where the Complaints Officer is also your Broker. This will not have any impact on the capacity to deal with your complaint effectively or appropriately. We may ask for additional information to ensure your complaint is properly investigated.

Within 30 calendar days from the date you lodged the complaint with us, we will write to you advising you the outcome of the investigation and the reason/s for our decision, or if required, we will inform you if more time is needed to complete the investigation.



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Our External Dispute Resolution (EDR) Scheme

If you do not think we have resolved your complaint to your satisfaction, or you have not heard from us within 30 calendar days, you may refer the matter to an External Dispute Resolution scheme. You may also refer the matter to an EDR scheme at any time, but if our IDR process is still in progress, they may request that our IDR processes be complete before considering the matter further.

This EDR process is available to you, at no cost. Two EDR schemes may be listed below. This indicates that the Licensee and their Credit Representative are both required to be members (independently) of an ASIC approved EDR scheme. Where a Credit Representative's EDR is displayed, please contact that EDR scheme in the first instance for complaint escalation.

	EDR (LICENSEE)	EDR (CREDIT REPRESENTATIVE)
Name:	Australian Financial Complaints Authority (AFCA)	Australian Financial Complaints Authority (AFCA)
AFCA Member Number:	43953	EDR (CREDIT REPRESENTATIVE)
Email:	info@afca.org.au	info@afca.org.au
Phone Number:	1800 931 678	1800 931 678
Address:	GPO Box 3, Melbourne VIC 3001, Australia	GPO Box 3, Melbourne VIC 3001, Australia

Broker Benefits Disclosure

As part of our compliance with transparency in broking practices and promotion of appropriate customer outcomes, we keep a register of benefits received from any lenders or aggregators. The register lists any benefits of gifts to the value of \$100 or more. You may request a copy of this register to provide you with confidence that we have no lender conflicts.

Tiered Servicing Disclosure

We have access to a number of lenders that provide tiered servicing processes, enabling our loans to be processed faster. We are provided these services based on a number of measures. These programs promote preferential service standards to our loan applications, but do not entitle us to additional payments or commissions or to preferential customer discounts.

Things you should know

We do not provide legal, financial or taxation advice unless specified in a separate contract. Accordingly, it is important you ensure you understand your legal obligations under the loan, and the financial consequences. We recommend that you consult your Accountant, Solicitor, Taxation Department, Investment Adviser or any other licensed person in respect to the financial implications of this application for finance before you enter the loan contract.

Under the *Financial Services Reform Act 2001*, Specialist Finance Group and/or their authorised representative cannot provide any advice or opinion on any deposit accounts and/or insurance products.

As a duty of care, we recommend that you seek professional advice in regards to insurance products such as mortgage protection insurance, income protection insurance and life insurance. It is the responsibility of the applicant(s) to maintain mortgage repayments and we strongly recommend that you seek insurance advice with regards to risk management and financial planning.

We will inform you of any potential conflict of interest or relationship that could reasonably be expected to influence our recommendation.

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.

Questions?

If you have any questions about this credit guide or anything else about our services, just ask at any time. We're here to help you.



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PRIVACY DISCLOSURE & CONSENT

In handling your personal information, SMATS Services (Australia) Pty Ltd ABN 37 141 112 807 T/A Specialist Mortgage, Australian Credit Licence 385201, 8/166 Brighton Rd, Scarborough WA 6019, Australia, 08 9205 6828 and our Authorised Credit Representatives are committed to complying with the Privacy Act 1988 and the Australian Privacy Principles.

How and why we collect your personal information - We collect personal information from you when you apply for or use our products and services. In particular, we collect it so we can provide you with the products and services you require.

Personal information may include any sensitive information (including health information) and may include any information you tell us about any vulnerability you may have.

Providing Your Personal Information to Other Organisations - In providing products and services to you it may be necessary for us to retain your personal information and provide it to other organisations with which we conduct business. We may exchange the information with the following types of entities, some of which may be located overseas.

- Organisations which provide finance or other products to you or to whom an application has been made.
- Finance consultants, accountants and auditors, conveyancers and legal advisers, insurers, printers and mailing services.
- Any associates, related entities, contractors and our mortgage aggregator (Specialist Finance Group).
- Any industry body, tribunal, court or otherwise in connection with any complaint regarding our services.
- Any person where we are required by law to do so.
- Your referees, such as your employer, to verify information you have provided.
- Any person considering acquiring an interest in our business or assets.
- Any organisation providing online verification of your identity.

Your rights - You may gain access to the personal information that we hold about you by contacting us. You can also contact us to obtain a copy of our privacy policy and the privacy policy of any credit reporting body that may access your personal information. A copy of our full privacy policy can be obtained from our website, by visiting <https://www.smats.net/Privacy-Policy> or by contacting us on 08 9205 6868. Our policy contains information about how you can access or seek correction of the information we hold about you, how we manage that information and our complaints process.

If your personal information is not provided - If you do not provide us with all of the information we request, we may be unable to supply to you the product or service that you require.

Consent to provide your personal information to a CRB - You authorise us to act as an access seeker within the meaning of section 6L of the Privacy Act to seek and obtain credit information on your behalf for the purposes of establishing which product is most suitable for your requirements and circumstances. If we act as your agent to obtain a report or information about your consumer or commercial credit worthiness from a (CRB), we may disclose personal information such as your name, date of birth, and address to the CRB to obtain an assessment of whether that personal information matches information held by it.

Credit information includes information such as your identity information, the type, terms and maximum amount of credit provided to you, repayment history information, default information (including overdue payments), court information, new arrangement information, personal insolvency information, disciplinary proceedings, complaints, delinquency, fraud investigations and details of any serious credit infringements.

Consent to receive marketing Information - You consent to us providing you with information periodically about new products and services available to you from us or other businesses with whom we have a relationship. Your consent to our providing this information to you will be implied unless you notify us that you do not wish to receive this information.

Consent to receive documents electronically - If you consent to us providing you with documents by electronic communication, you confirm that paper documents may no longer be given and electronic communications must be regularly checked for documents. Consent to the giving of documents by electronic communication may be withdrawn at any time.

Consent to being recorded by video or audio conferencing - You consent to us obtaining personal information, financial information and credit information about you by video or audio conferencing for the purpose of arranging credit, providing credit assistance and give your permission for that video or audio conference to be recorded for this purpose.

By signing this consent, you agree that we may collect, use and disclose your information as specified above.

Applicant 1

Signature

Date

Applicant 2

Signature

Date