

## Credit Guide

Congratulations on choosing a Finance Brokers Association of Australia (FBAA) member to help you arrange your finance needs! The FBAA is Australia's leading industry body for the finance industry. Its members work hard to provide the best possible service and ethical standards.

This document provides information about the services we provide and the fees you have to pay for our services.

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

<b>Licensee's Full Name</b>	<b>Capitalcorp Finance Tasmania ("Capitalcorp")</b> Sovereign Tasmania Pty Ltd ABN 85 133 772 004 trading as
<b>Registered Address</b>	PO Box 445, Burnie Tas 7320
<b>Phones &amp; Offices</b>	Burnie: 03 6432 4444 Address: 38C Bass Highway, Cooee Tas 7320 Email: burnie@capitalcorp.com.au Launceston: 03 6343 7688 Address: 36 Charlton Street, Norwood Tas 7250 Email: launceston@capitalcorp.com.au
<b>Australian Credit Licence Number</b>	382710
<b>Internal Dispute Resolution Officer contact details</b>	Mr Steve Brumby PO Box 445, Burnie Tas 7320 Mobile: 0428 131 800
<b>External Dispute Resolution Scheme contact details</b>	COSL (Credit Ombudsman Services Limited) Phone 1800 138 422 <a href="http://www.cosl.com.au">www.cosl.com.au</a>
<b>Credit Representative</b>	Robert James Kenna, sole director of RJ & J Kenna Pty Ltd ACN 134 619 211 as trustee for The Kenna Family Trust ABN 81 837 152 610
<b>Credit Representative No.</b>	382650

## Credit Guide

### **Services We Provide**

We will help you to choose a loan which is suitable for your purposes.

### **Our Panel Lenders**

We source finance from a panel of financiers. Our current panel comprises the financiers listed below:

Australia & New Zealand Banking Group Limited, Capital Finance Australia Limited, Liberty Financial, GE Money, MyState Financial & National Australia Bank Limited.

### **We Will Need Information From You**

Under the NCCP Act, we are obliged to ensure that any loan or principal increase to a loan we help you to obtain or enter is not unsuitable for you. To decide this, we may need to ask you some questions in order to assess whether the loan 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.

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.

### **Fees Payable by You**

You may need to pay the financier's application fee, valuation fee and other fees. We sometimes charge a fee for our services. More details about the fees payable by you will be set out in the quote below. You may obtain from us information about how these fees and charges are worked out and a reasonable estimate of those fees.

### **Commissions Received by Us**

We may receive commissions from the lenders 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.

We have a volume bonus arrangement in place with Australia & New Zealand Banking Group Limited under which they may pay Capitalcorp additional commission depending on the total volume of business we arrange through them.

### **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 Scheme**

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

- telephoning: 03 6432 4444 or 0428 131 800
- e-mailing: [sbrumby@capitalcorp.com.au](mailto:sbrumby@capitalcorp.com.au)
- writing to: Capitalcorp Finance Tasmania, PO Box 445, Burnie Tas 7320

or by speaking to any representative of our business who will refer you to the Dispute Resolution 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.

### **Our External Dispute Resolution Scheme**

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

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

### **Our Credit Representative**

We have appointed a credit representative that can also provide services.

Details of the credit representative you are dealing with are set out below.

<b>Credit representative's full name</b>	Robert James Kenna , sole director of RJ & J Kenna Pty Ltd ACN 134 619 211as trustee for The Kenna Family Trust ABN 81 837 152 610
<b>Registered Address</b> <b>Business Address</b>	58 Penrith Street, Riverside Tas 7250 22 Brisbane Street, Launceston Tas 7250
<b>Phone and e-mail</b>	Mobile: 0438 553 766 Email: <a href="mailto:rkenna@capitalcorp.com.au">rkenna@capitalcorp.com.au</a>
<b>Credit Representative Number</b>	382650
<b>External Dispute Resolution Scheme contact details</b>	COSL (Credit Ombudsman Services Limited) Phone 1800 138 422, <a href="http://www.cosl.com.au">www.cosl.com.au</a>

The information specified directly 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 worked out.
- The six financiers listed above are based on usage by us as the licensee and also the credit representative.
- 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. Usually the fee can be deducted from the finance proceeds. You can obtain information about how these fees and charges are worked out by asking the credit representative.
- The credit representative does not pay any commission whatsoever to any third parties for the introduction of credit business.

*Saved as: Desktop/Sovereign Credit Guide 0314*