

# CREDIT GUIDE & QUOTE

## ABOUT THIS CREDIT GUIDE

This Credit Guide is designed to assist you to decide whether to engage us to provide credit assistance in relation to credit contracts.

As a licensed credit assistance provider, we are required to give you a Credit Guide as soon as practicable after it becomes apparent to us that we may provide assistance to you in relation to a credit contract.

This document provides you with information about the services we provide and those of our representatives. It contains information about various fees and charges that may be payable by you to us, as well as certain commissions we may receive from a licensee when we are acting as a credit representative, or we pay to certain third parties. It also contains information about what you should do if you have a complaint or dispute in connection with our services as a credit representative.

## About Us ("we, us, our")

An employee, broker or representative of Barbagallo Financial Services Pty Ltd t/as We are Loans.

Licensee details:

- ABN: 21 113 152 793
- Australian Credit Licence Number: 373552
- Level 1, 9 Frobisher Street
- Osborne Park
- WA 6017
- Tel: 08 9231 5955

## Services we Provide

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

## Our Panel of Lenders

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

- Esanda
- Macquarie Lending
- St George
- Toyota Finance
- Fair Go Finance
- Liberty
- Capital Finance
- Bank of Queensland

## **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 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.

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.

## **Fees payable by you**

We sometimes charge a fee for our services. The maximum this fee will be is \$880 including GST. The fee is payable once only. The exact fee applicable to will be disclosed before we submit your loan documents to the lender. There are no other fees and charges payable by you to us however you may be liable to pay fees to the financier. This fee is not payable if finance is not approved. 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 and lessors who provide finance for you as our customers. The range of commissions is 0.0% to 18.00% of the loan amount. 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 may also receive incentives from financiers based on the volume of business we put to them.

## **Commissions payable by us**

We may pay a referral fee to any external party who referred your business 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**

If you have a complaint about the services provided you should notify us by contacting our Complaints Officer by:

- telephoning: 08 9231 5955
- e-mailing: [chrisbaisden@weareloans.com.au](mailto:chrisbaisden@weareloans.com.au)
- writing to: Level 1, 9 Frobisher Street, Osborne Park WA 6017

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.

## **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. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

Our external dispute resolution service provider is the Credit Ombudsman Service Limited, which can be contacted via:

- Telephone: 1800 138 422
- Online complaint form: <http://www.cosl.com.au/Make-a-complaint-intro>
- Website: <http://www.cosl.com.au>
- Mail: PO Box A252, Sydney South NSW 1235
- Fax: 02 9273 8440

## **Things you should know**

The proposed loan arrangements will be based on the products available from our panel lenders and the information provided by you. If the information you provide is incomplete or inaccurate, then before entering the loan you should consider the loan's appropriateness having regard to your relevant personal circumstances and if necessary seek independent financial advice.

We do not 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.

## **Privacy Statement and Consent**

We collect personal information about you to provide you with our credit services and to comply with our responsible lending obligations required by the law. We may collect information from you about your:

- Employment details and history
- Financial needs and objectives
- Current financial circumstances
- Personal Circumstances
- Investments
- Entitlement to Social Security benefits

We are committed to ensuring the privacy and security of your personal information. In order to provide you with credit assistance we must disclose information about you to credit providers. We may also from time to time disclose your information to other professionals, insurance companies, credit reporting agencies and debt collection agencies.

We may use your personal information to provide you with offers or information of other goods or services we offer, unless you tell us not to. We may also disclose your personal information where we are required to by law or where you have given your prior consent.

You can check the information we hold about you at any time by contacting our Privacy officer:

Chris Baisden

PO Box 206

Mt Hawthorn WA 6979

## **CONSENT AND ACKNOWLEDGEMENT**

By signing this document, 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;
- Declare that the personal information provided is true and correct and acknowledge that you may have to disclose our personal information to other parties to assist you in obtaining credit or where you are required by law to do so;
- Authorise you to obtain credit reports and any other information relating to my/our credit worthiness, including conducting an Australian or New Zealand credit check;
- Authorise you to validate personal information provided by me/us;
- Authorise verification of credit balances or outstanding balances provided to you and consent to you requesting copies of loan statements and payout figures; and
- Acknowledge that I/we have received a copy of your Credit Guide dated 01 August 2013.

**Borrower One:** \_\_\_\_\_  
Please Print

**Borrower Two:** \_\_\_\_\_  
Please Print

**Signature:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Borrower One Address:** \_\_\_\_\_

**Borrower Two Address:** \_\_\_\_\_

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**Representative:** \_\_\_\_\_

**Phone:** \_\_\_\_\_