

# Credit Guide

This Credit Guide provides you with the key information that you need to know to make an informed and confident choice when engaging our products and services.

This Credit Guide summarises our goals and standards, offerings, fees, and commissions. Please ask if you need more information or clarification.

This Credit Guide has been generated by:

<b>Broker</b>			
<b>Organisation</b>	Coastwide Finance		
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<b>Australian Credit Licence name and Australian Credit Licence number</b>	Lilack Pty Ltd (ACL# 434075)		

## Overview

We hold the necessary mortgage broking experience and qualifications in accordance with the National Consumer Credit Protection Act, 2009. We are therefore required to meet specific competency standards relating to educational and professional development. You can be confident that we are held accountable to not only our organisations high ethical standards / values, but also have a responsibility to maintain the regulatory standards that are set by both Commonwealth and State governments.

Our mission is to ensure we offer our applicants the best service and most appropriate products through our professionalism and attention to detail. Ultimately, our goal is to ensure applicants are provided with a loan that meets their objectives.

We guarantee to listen to your needs and your instructions, ensuring that there is collaborative agreement through each step of the finance application process.

Our relationships and alliances with likeminded quality organisations ensure we are positioned to offer the best quality service as well as offering complementary financial services where appropriate.

## ***Suitability of Loans to your Financial Objectives***

By law, before entering into a specific credit contract, we are obliged to conduct a Preliminary Credit Assessment to determine what kind of loans would be suitable for you. In consultation with you, we will find out and discuss with you your financial situation, financial objectives and borrowing needs before we determine which loan product may suit your situation / requirements.

For the purposes of the Preliminary Credit Assessment, we will 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.

The assessment will be conducted prior to recommendation of a particular product. The assessment will involve collection and verification of financial information to determine the appropriate loan amount and the loan costs associated with entering a credit contract. This will ensure that your circumstances will be assessed appropriately and that the options suggested will not place you in financial hardship. Once completed, this Preliminary Credit Assessment is only valid for 90 days. A copy of the Preliminary Credit Assessment will be available to you, on request - this will be available up to 7 years after we provide you with credit assistance

Prior to the Preliminary Credit Assessment being conducted, we may provide you with Product summaries that highlight various key features and benefits of the product. We may also provide you with Product Comparison documents that allow you to compare the features and benefits of each product and assess the suitability to your requirements.

## ***Lender and Products***

<b>Lenders available</b>	We aim to provide you with information from a range of lenders and products / loans. Once you have chosen a loan that is suitable for you, we will help you obtain an approval.
<b>Commonly used lenders</b>	The list below documents the 6 most commonly used Lenders by the licensee. This does not necessarily reflect all the financial institutions that the licensee is able to conduct business through.
	However, if less than 6 lenders are displayed below, this is a summary of the lenders that the licensee is able to utilise for loan submission purposes
	<b>Financial Institutions</b> 1. ANZ 2. Commonwealth Bank 3. Homeside Lending 4. ING Direct 5. Suncorp 6. Westpac

## ***Fees, Charges, Commission and Disclosures***

Fees payable by you to third parties	When the credit application (loan) is submitted, you may need to pay the lender's application fee, valuation fees, or other fees that are associated with the loan application process, even if the loan is ultimately unsuccessful.
Fees payable by you to the licensee	If a fee is payable by you, this will be disclosed in a Credit Quote that will be provided to you. If a Credit Quote is not supplied, this will indicate that we do not charge consumers any fees.
Payments received by the licensee	<p>Please take notice that the licensee may receive fees, commissions, or financial rewards from Lenders or Lessors in connection with any finance we arrange for you. These fees are not payable by you.</p> <p>The commission / brokerage depends on the amount of the finance and may vary from product to product. You may obtain from us information about a reasonable estimate of those commissions and how the commission is worked out.</p>
Fees payable by the licensee to third parties	<p>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.</p> <p>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.</p> <p>From time to time, we may also remunerate other parties through payments, rewards or benefits.</p>
Bonus and Incentive arrangements with the licensee	AFG Ltd and AFG members may receive additional remuneration in the form of bonuses. AFG Ltd has bonus arrangements in place with ANZ, CBA and Westpac. Bonus remuneration is based on various parameters including loan submission quality, loan conversion ratios, loan portfolio growth and loan volume. Those financiers may pay additional commission directly or indirectly depending on whether AFG Ltd (through its member base) meets the financier's bonus parameters.
Other disclosures, benefits or interests	

## **Complaints**

Irrespective of our status as a licensee, representative or credit representative, our reputation is built on matching the appropriate product(s) to the individual's requirements. We go to great lengths to ensure satisfaction with our services and offerings. However, there may be instances from time to time, where applicants may be dissatisfied with the outcomes of our consultation process. If you have a complaint about the service that we provide, the following steps or avenues for resolution are available to you.

### **Step 1**

Most complaints arise from miscommunication and can usually be fixed quickly. So, please contact Adrian Ditchburn first and tell them about your concerns.

### **Step 2**

If the issue is not satisfactorily resolved within 5 working days by talking with Adrian Ditchburn, we will apply our internal complaints process to manage your complaint appropriately. In this instance, the complaint will be internally escalated to our Complaints Officer. You may also contact the Complaints Officer directly.

### **Complaints Officer**

Name: Adrian Ditchburn

Phone: 07 5535 0433

Email: [admin@coastwidefinance.com.au](mailto:admin@coastwidefinance.com.au)

Address: P.O. Box 4154, Elanora, QLD 4221

**Note:** In some instances your broker may also be fulfilling the role of the Complaints Officer. This will not affect the capacity to have your complaint dealt with appropriately.

By using our internal complaints process we hope to assist you to resolve your complaint quickly and fairly. The maximum timeframe in which to provide a written response to you is 45 days, although in pursuit of best practice and the reputation of our organisation, we aim to resolve these issues in a much shorter time frame.

### **Step 3**

Although we try hard to resolve a customer's concern in the most considerate and direct manner, if you are not completely satisfied after the above steps have been attempted, you still have other avenues available to resolve the dispute. This is then managed externally and independently.

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

#### **EDR (Licensee)**

Name: COSL

Phone: 1800 138 422

Address: PO Box A252

Sydney South NSW 1235

## ***Things you should know***

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.

We don't 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.

Broker Signature \_\_\_\_\_ Date \_\_\_\_\_

Broker Name: \_\_\_\_\_

Consumer Signature \_\_\_\_\_ Date \_\_\_\_\_

Consumer Name: \_\_\_\_\_

Consumer Signature \_\_\_\_\_ Date \_\_\_\_\_

Consumer Name: \_\_\_\_\_