



Credit Guide

ABOUT US (“we, us, our”):

Representative	Contact details: Rocky Warren Address: 30207 / 9 Lawson Street Southport QLD 4215 Tel: 1800 085 085 Email address: rocky@tshlc.com.au Website: www.tshlc.com.au
An employee or representative of: The Sydney Home Loan Centre Pty Ltd	
Licensee	Australian Credit Licence Number: 389440 (“licensee”) Address: 30207 / 9 Lawson Street Southport QLD 4215 Tel: 1800 085 085
Broker Group	Finance & Systems Technology Pty Ltd (“broker group”) ACN 092 660 912 Credit Representative Number: 392527

This document provides you with information relating to our activities and those of our credit representatives. It contains information about various fees and charges that may be payable by you to us, as well as about 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.

WHAT IS A CREDIT REPRESENTATIVE?

A ‘credit representative’ is a person who has been authorised by a credit licensee to engage in specified credit activities on behalf of the licensee. Our licensee is The Sydney Home Loan Centre Pty Ltd.

WHAT IS CREDIT ASSISTANCE?

We give you credit assistance when:

- we assist you to apply for a particular loan or lease;
- we suggest you apply for a particular loan or lease (or suggest you apply for an increase to an existing loan); or
- we suggest you remain in your current loan or lease.

THE ASSESSMENT WE NEED TO DO BEFORE GIVING YOU CREDIT ASSISTANCE

Before we provide credit assistance to you, we assess whether the particular loan or lease is suitable for you. To do this, we need to make reasonable inquiries and verify that:

- the loan or lease or increase will meet your requirements and objectives; and
- you can meet the proposed repayments.

We won't be able to give you credit assistance if our assessment shows that:

- you won't be able to meet the proposed repayments without substantial hardship; or
- the loan or lease won't meet your requirements or objectives.

GETTING A COPY OF OUR ASSESSMENT

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 a credit assistance quote. To request a copy please contact us. 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.

INFORMATION ABOUT THE LICENSEE AND ITS CREDIT REPRESENTATIVES

We act as a credit representative for The Sydney Home Loan Centre. We are authorised to engage in credit activities including providing credit assistance on its behalf.

Subject to meeting credit criteria, we are able to assist you to obtain loans and leases for you from a broad range of lenders and lessors through our broker group.

The following are the lenders or lessors with whom we generally conduct the most business:

Schedule – Panel of Lenders

Adelaide Bank	
Advantagedge Financial Services	Lease Choice
ANZ Bank	Liberty Financial
AMP	Macquarie Bank
Australian Unity	Merchant Mortgages
Bank Australia	IMB
Bankwest	Mortgage Mart of Australia
Banana Coast Credit Union	National Australia Bank
Beyond Bank	Origin Lending
Brighten Lending	Paramount Mortgage Services
CBA	Pepper Home Loans
FASTLend	Pioneer Mortgages
Finance Ezy	Provident Capital
Firstfolio Services	Resimac
Firstmac	St George
Global Capital	Suncorp
Heritage Building Society	The Rock Building Society
Heartland Seniors Finance	Think Tank Group
ING Direct	Virgin Home Loans
Interim Finance	Westpac Bank
LaTrobe Financial	Wide Bay Australia Limited

The top 6 lenders we use the most are highlighted in bold above.
This list of 6 lenders can change at different times.

FEES AND CHARGES

FEES PAYABLE FOR THE PROVISION OF CREDIT ASSISTANCE

We will not charge you any fees for providing credit assistance to you.

FEES PAYABLE IN RELATION TO ACTING AS A CREDIT REPRESENTATIVE

We may receive remuneration from our broker group and do not charge you any fees or charges in relation to acting as a credit representative.

OTHER FEES AND CHARGES

You may have to pay other fees and charges (such as an application fees, valuation fees and other fees) to the lender, lessor or other parties. You should review the disclosure documents and your loan contract or lease for further details of any such fees and charges.

COMMISSIONS

COMMISSIONS WE RECEIVE FROM OUR LICENSEE

Our licensee has appointed our broker group as its agent to receive commissions from lenders and lessors and to pay us commission in relation to loan contracts or leases for which we act as a credit representative and provide credit assistance. The total amount of commission we may receive in relation to your loan or lease may vary depending on the lender or lessor, the term, the features, the amount of the loan or lease you ultimately choose and the amount and timing of the repayments that you make.

Loan Contracts such as Home Loans, Investment Property Loans and Personal Loans

Upfront commission payable by lenders in relation to loans is calculated as a percentage of the loan amount and is generally in the range of 0.5% and 0.8% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by lenders in relation to loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. The trail commission payable by lenders is generally in the range of 0% per annum and 0.25% per annum of the outstanding loan amount.

Leases

Upfront commission payable by lessors in relation to leases is calculated as a percentage of the lease amount and is generally in the range of 0.5% and 4% of the lease amount. It is usually paid after settlement of the lease.

Trail commission is generally not payable in relation to leases.

Further details of the commission earned by us will be included in the credit proposal disclosure document we will provide to you at the same time as we provide you with credit assistance.

You can request information from us about the fees that we are likely to receive, how those fees are calculated, and our reasonable estimate of the fees or commissions that will be payable.

VOLUME BONUS ARRANGEMENTS

We do not engage in any form of Volume Bonus Arrangements. We are aware that other Broker Groups receive benefits from some lenders - however, as we work for you, we see this as a conflict of interest.

COMMISSIONS PAYABLE BY US

We are not likely to pay a commission to any third party for the introduction of credit business or business financed by the loan contract or lease.

DISPUTES OR COMPLAINTS

WHAT TO DO IF YOU HAVE A DISPUTE OR COMPLAINT?

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

HOW TO MAKE A COMPLAINT AND THE COMPLAINTS PROCESS?

You can lodge complaints by contacting Rocky Warren, the Complaints Officer by:

- telephoning 1800 085 085
- emailing rocky@tshlc.com.au
- writing to 30207 / 9 Lawson Street Southport QLD 4215

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.

THIRD PARTY PRODUCTS OR SERVICES

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contract the relevant third party. They will deal with your complaint under their complaints resolution process.

If you are not satisfied with the resolution of your complaint by the third party under their complaints resolution process, you are entitled to have your dispute considered by their External Dispute Resolution Scheme. Please contact the third party for further details.

KEEPING YOU INFORMED

As a part of The Sydney Home Loan Centre's Internal Dispute Resolution Scheme, the complaints officer will;

- Immediately acknowledge receipt of the complaint.
- Final response to the complaint will be sent within a maximum of 21 or 45 calendar days, depending on the type of complaint.
- If a delay occurs, you will be informed immediately of the reason for the delay.

STILL NOT SATISFIED?

If you do not think we have resolved your complaint to your satisfaction, you may take the matter – free of charge – to the relevant External Disputes Resolution Scheme (provided it is within the scheme's terms of reference) as detailed below. You may also refer the matter to the relevant External Disputes Resolution Scheme at any time, but if our internal process is still in progress, they may request that our internal processes be complete before considering the matter further.

Our external dispute resolution service provider is the Australian Financial Complaints Authority, which can be contacted via:

- Telephone: 1800 931 678
- Email: info@afca.org.au
- Website: www.afca.org.au
- Mail: GPO Box 3 Melbourne VIC 3001
- Fax: 03 9613 6399

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

- Telephone: 1800 931 678
- Email: info@afca.org.au
- Website: www.afca.org.au
- Mail: GPO Box 3 Melbourne VIC 3001
- Fax: 03 9613 6399