

Credit Guide

This document provides information about the services we provide.

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

Key Information

Licensee (we, us)	Precedence Finance Solutions	ABN	26 984 019 435
Phone	(02) 9712 5343 0433 359 979	ACL	469496
Email	info@precedencefs.com.au		
Internal Complaint Officer Contact Detail	Kevin Ji Zong Jin 0433 359 979		
External Dispute Resolution Scheme Contact Detail	www.cosl.com.au Tel: 1800 138 422		

Service we provide

- We will help you to choose a loan or lease which is suitable for your purposes
- We will provide you with information on a broad range of financiers and products. Once you have chosen a loan or lease that is suitable for you, we will help you to obtain an approval
- You have already chosen a financier, and we will assist you to obtain an approval
- We distribute a range of finance marketed by Beagle Finance Pty Ltd T/as LoanKit which is our aggregator and do not offer you a choice of financiers. However, we believe our range of products is extensive and amongst the best available.

Our panel lenders

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

- Adelaide Bank
- ANZ Bank
- Australian First
- Mortgages

- AMP
- BankWest
- Citibank
- Credit Union Australia
- Finloan
- Heritage Bank
- NationalCorp Home Loans
- The Rock Building Society
- Nationwide Capital
- Lease Choice
- National Australia Bank
- ING Direct
- La Trobe Financial
- Liberty Financial
- Macquarie Bank
- Westpac
- Pepper Home Loan
- Widebay
- MKM Capital
- Commonwealth Bank
- NAB Broker
- Suncorp
- St George Bank
- Teachers Mutual Bank
- Homeloans Limited
- Resimac
- GE Money
- Deposit Power

Out of all the financiers listed, we conduct the most business with the below 7 financiers

- Commonwealth Bank
- National Australia Bank
- St George
- ANZ Bank
- Suncorp
- Westpac
- Bankwest

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 situations;
- 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 principle 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 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

- We do not charge you for our services because we are paid commission by the financier. However, you may need to pay the financier's application fee, valuation fees, and other fees.
- The only time that we may charge a fee is when we already provided service to settle your loan and your loan is discharged (paid off in full or refinanced) within 24 months after the settlement. If this refinance is also conducted through our service, we will usually waive the fee payable on the previous loan.

Commission received by us

We may receive commissions from the lenders and lessors 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.

Commission payable by us

We source referrals from a broad range of sources. For example, we may pay fees to call centre companies, real estate agents, accountants, or lawyers for referring you to us. These referral fees are generally small amount 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 complaints officer by:

Telephone	02 9712 5343 or 0433 359 979	Email	info@precedencefs.com.au
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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 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 detail 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.