



FINANCE BROKERS OF TASMANIA PTY. LTD.

Where Smart People go for Loans

Credit Guide

Representative	
Licensee (FBT / we / us / our)	Finance Brokers of Tasmania Pty Ltd (FBT) Level 1, 25 York Street Launceston TAS 7250 P O Box 476 Launceston TAS 7250 Facsimile 03 6331 1220 ABN 15 009 555 408 ACL No 389274 Telephone 03 6334 0883 Website: www.fbt.com.au Finance Brokers of Tasmania Pty Ltd (FBT) is licensed under the National Consumer Credit Protection (NCCP) Act 2009. All our representatives are members of the Mortgage & Finance Association of Australia (MFAA)
Aggregator	Vow Financial Group Pty Ltd – ABN 66 138 789 161 - Australian Credit Licence 390261. Level 11, 1 Chifley Square, Sydney, NSW 2000

This document provides you with information relating to FBT activities and those of our 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 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.

WHAT IS A “REPRESENTATIVE”?

A ‘Representative’ is an employee of the Licensee who has been authorised to engage in specified Credit Activities on behalf of the Licensee. The Licensee is FBT.

WHAT IS CREDIT ASSISTANCE?

We give you Credit Assistance when:

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

THE ASSESSMENT WE NEED TO DO BEFORE GIVING YOU CREDIT ASSISTANCE

Before we provide Credit Assistance to you, we assess whether the particular loan is suitable for you.

To do this, we need to make reasonable inquiries and verify that:

- the loan 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.

PRIVACY DISCLOSURE STATEMENT AND CONSENT

We are collecting personal information about you to provide you with our brokerage services. The information is required to allow us to assist you in preparing the loan application and locating an appropriate lender. If your information is not provided we may not be able to find an appropriate loan for you.

We may use your information to provide you with offers or information of other goods or services we or a third party may be able to provide you with, unless you tell us not to.

We may disclose your information to other organisations to fulfil the purpose identified (or purposes related to those purposes). The types of organisations we may disclose your information to include lenders, mortgage Insurers, other mortgage intermediaries, valuers, credit reporting agencies, and other organisations which assist us (such as printers, mailing houses, lawyers, debt collectors and accountants).

In addition, we may disclose your personal information to any other organisation that may wish to, or has acquired, an interest in your loan or in our business.

You can gain access to the information we hold about you by contacting us at the above address.

You agree that we may collect and use your personal information as specified above.

If you require further information about your privacy, you can visit the Federal Privacy Commissioner's website at www.privacy.gov.au.

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. 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; or
- otherwise within 21 business days after the day we receive your request.

INFORMATION ABOUT THE LICENSEE AND ITS REPRESENTATIVES

Our Representatives 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 for you from a broad range of lenders.

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

- MyState Financial Limited
- VOW Home Loans
- Commonwealth Bank
- ANZ Banking Group Limited
- BankWest
- Westpac
- Bank of Us

FEES AND CHARGES

FEES PAYABLE FOR THE PROVISION OF CREDIT ASSISTANCE

We may charge a fee for providing Credit Assistance. More details about those fees will be set out in a Quote / Letter of Appointment that we will give to you before we provide you with Credit Assistance. Should you be charged a fee, you will be required to sign a payment authority.

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 for further details of any such fees and charges.

COMMISSIONS

COMMISSIONS WE RECEIVE

FBT receive commissions from lenders in relation to loan contracts for which it has provided Credit Assistance. The total amount of commission that may be received in relation to your loan may vary depending on the lender, the term, the features, the amount of the loan you ultimately choose and the amount and timing of the repayments that you make. We may also receive commissions direct from lenders when we have direct accreditation.

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 0.0% and 0.7% 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 0.0% per annum and 0.25% per annum of the outstanding loan amount.

FBT may receive a fee for referring you to other specialist service providers.

COMMISSIONS PAYABLE BY US

We may obtain referrals from a range of sources, including real estate agents, accountants, financial planners or other people. If a third party has introduced you to us or referred you to us, we may pay them a commission or provide them with a gift voucher.

Further information about referral commissions/fees, including our reasonable estimate of the amount of any payable and how it is calculated is available from us on request and will be included in the credit proposal disclosure we will supply to you when we provide you with our Credit Assistance.

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?

If you have a complaint, we request you follow these steps:

1. In the first instance, please contact the Lending Adviser who provided you with Credit Assistance.
2. If your complaint has not been resolved to your satisfaction within 5 business days, please contact our Complaints Officer as detailed below:
Name: Gary Casboul
Telephone: 03 6334 0883 Monday to Friday 9am to 5pm (AEST)
Email: gary@fbt.com.au
Fax: 03 6331 1220
Mail: Gary Casboul, Finance Brokers of Tasmania Pty Ltd, PO Box 476 Launceston TAS 7250
3. We may ask for additional information and request you to put your complaint in writing to ensure your issue is properly investigated.
4. In cases where your complaint will take longer to resolve, we will update you progressively.

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 contact 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

Our Complaints Officer will acknowledge receipt of your complaint within 5 business days. If unable to resolve the complaint/dispute to your satisfaction within 5 business days, they will write to you advising the procedures we will follow in investigating and handling your complaint.

Within 45 calendar days from the date you lodged the complaint with us, we will write to you advising you the outcome of the investigation and the reason/s for our decision, or if required, we will inform you more time is needed to complete the investigation.

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 (AFCA) which can be contacted via:

Online: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne Vic 3001