



## Credit Guide

Congratulations on choosing a MFAA (Mortgage & Finance Association of Australia) member to help you arrange your finance needs! The MFAA is Australia's peak industry body for the mortgage and finance industry. Its members work hard to provide the best possible service and ethical standards.

This document provides information about the services we provide.

We are licensed under the National Consumer Credit Protection Act 2009 (**NCCP Act**).

### Key information

<b>Our full name</b>	PACIFIC MORTGAGE CORPORATION PTY LTD (ACN 010 876 212)
<b>Address</b>	2401/33 T E Peters Drive, (Freshwater Point) , BROADBEACH WATERS QLD 4218
<b>Phone and e-mail</b>	07 5532 9200 0414 757 110 Email: info@pacificmortgage.com.au
<b>Australian Credit Licence Number</b>	386835
<b>Internal Complaints Officer contact details</b>	DAVID VICKERMAN TEL: 07 5532 9200 MOBILE 0414 757 110 EMAIL: david@pacificmortgage.com.au
<b>External Dispute Resolution Scheme contact details</b>	AFCA – Australian Financial Complaints Authority Member # 42164 Expires 31/7/2021

### 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.

For example, if you can only repay by selling your principal 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 the information you provide to 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 you enter into a loan or lease contract or the credit limit is increased.

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.

### **Services 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.

Pursuant to our written agreement with these lenders these loans are structured and managed by us. The lender of record (ie the name which will appear on your credit contract and your mortgages) is AFSH Nominees Pty Ltd & Adelaide Bank Limited respectively.

### **We can also assist you from our panel lenders**

We can also look to source finance from a panel of financiers. The financiers named below are the six financiers with whom we conduct the most business.

- Advantedge Financial Services (PLANLend - 100% owned by the NAB)
- Adelaide Bank
- La Trobe
- RESIMAC
- Suncorp
- Pepper

We believe our range of products is extensive however you should also rely on your own enquires.

### **Fees payable by you**

We do not charge you for our services. However, you may need to pay the financier's application fee, valuation fees, and other fees (if applicable).

### **Commissions received by us**

We may receive management fees (a form of commission) from the lenders and lessors who fund our products. 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.

### **Commissions 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 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**

We hope you are delighted with our services, but if you have any complaints you should notify us by contacting our Complaints Officer by:

- telephoning 07 5532 9200
- e-mailing [info@pacificmortgage.com.au](mailto:info@pacificmortgage.com.au)
- writing to The Director, Pacific Mortgage Corporation Pty Ltd, PO Box 7687, Gold Coast Mail Centre QLD 9726

or by speaking to any representative of our business who will refer you to the Complaints Officer (specified above).

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 resolution 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 details of our privacy policy on request.

### **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.

### **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.