

# CREDIT GUIDE

This is the Credit Guide of:

- **National Mortgage Brokers Pty Ltd** A.C.N.: 093 874 376 ("we/us")  
**Australian Credit Licence: 391 209**

This document provides information about the services we and our Credit Representative/s provide.

We are licensed to arrange loans and leases under the National Consumer Credit Protection Act 2009 (National Credit Act). We do so by using the experienced services of the Credit Representative/s named in this Credit Guide (our Credit Representative).

## What Credit Services we offer

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, our Credit Representative/s will help you obtain an approval.

We offer a broad range of loan products including:

- Residential, Investment and Commercial Loans
- Personal Loans
- Line of Credit, Credit Cards and Credit Facilities
- Equipment Finance

Set out at the end of this Credit Guide is a list of the six financiers with whom we currently conduct the most business.

## Our obligations when assisting you to obtain credit

Under the National Credit Act we are obliged to make a preliminary assessment to ensure that any loan or principal increase to a loan we assist you in applying for and any lease you apply for is not unsuitable for you. To decide this, our Credit Representative/s will need to ask you some questions in order to assess that the loan or lease is not unsuitable. The National Credit Act requires us to:

- Make reasonable enquiries about your requirements and objectives;
- Make reasonable enquiries about your financial situation;
- Take reasonable steps to verify the financial situation.

Credit will be unsuitable if, at the time we make our assessment, we form the view it is likely that at the time the credit is provided:

- You will not be able to pay or could only pay with substantial hardship; or
- The credit will not meet your requirements or objectives.

For this reason our Credit Representative/s must ask you to provide a significant amount of information. It is important that the information you provide to us is accurate.

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 lender's use and you should not rely on it.

## **You will receive a copy of the Credit Assessment**

You will receive a written copy of our preliminary assessment & credit proposal, which will include a summary of the inquiries we made and the factual information we relied on.

If misplaced, you may ask for a copy of this assessment up to 7 years after the time we assist you.

Our Credit Representative/s will provide you with our assessment within 7 business days if you ask for a copy within 2 years from the date you are assisted

You also have other rights to access personal information we collect about you under the provisions of the Privacy Act 1988 (Cth). Please refer to our privacy policy which is available at [www.nmb.com.au](http://www.nmb.com.au).

## **Fees Payable by you**

Our Credit Representative/s may charge a fee for the services provided to you. If a fee is payable, details of the fee will be set out in a Credit Quote which we will give to you. You can obtain details of how any fees and charges payable by you are worked out by contacting us or our Credit Representative/s.

## **Commissions received by us**

We may receive commissions from the lenders and lessors who finance for our customers. **These are not fees payable by you.** You can obtain from us an estimate of the commission likely to be received by us and how it is worked out by contacting us. Further details of the commission earned by us and how we share it with our Credit Representative/s will also be set out in the credit proposal disclosure document we will provide to you before applying for finance.

We have a volume bonus arrangement in place with the Commonwealth Bank, Westpac Banking Corporation & Liberty Financial, under which we may receive additional commission depending on the total volume of business that we arrange with that financier.

## **Commissions payable by us**

We and our Credit Representative/s source referrals from a broad range of resources. For example, referrals may be received from finance brokers, real estate agents, accountants, financial planners, lawyers and call centre companies.

We and our Credit Representative/s generally pay our referral source a commission for the referral of business.

You may obtain from us or our Credit Representative/s an estimate of the amount of commission payable and how it is worked out by contacting us.

## **Dispute Resolution Procedures**

### **How we aim to resolve complaints and disputes.**

We have an Internal Dispute Resolution (IDR) process and are also a member of an independent External Dispute Resolution Scheme (EDRS).

Our dispute resolution system covers complaints by persons to whom we or our Credit Representative/s provide credit assistance. If you have any complaints about the services, contact us. We aim to resolve the majority of complaints within five (5) business days. If we believe it may

take longer than this to resolve your complaint or to investigate the matter thoroughly, we will keep you informed of the progress.

Complaints can be made in writing (letter or email) or verbally (telephone or personal representation) and will be referred to our complaints officer for response.

Our complaints officer is:

**Kon Avramidis**  
National Mortgage Brokers Pty Ltd  
Level 6, 190 Queen Street MELBOURNE VIC 3000  
T: 1300 668 662  
F: 03 9670 8073  
E: nmbcompliance@nMB.com.au

In many cases, using our IDR procedures will lead to a successful resolution. However if we are unable to resolve your problem, you may contact our External Dispute Resolution Scheme (EDRS) provider.

EDRS is a free service established to provide you with an independent mechanism to resolve specific complaints.

Our EDRS provider is:  
and may be contacted at:

**Credit Ombudsman Service Limited**  
Mail: P O Box A252,  
SYDNEY SOUTH NSW 1235  
Phone: 1800 138 422  
Fax: 02 9273 8440  
Web: www.cosl.com.au

## Our Credit Representatives

Details of the credit representative you are dealing with are set out below:

<b>Full Name of Corporate Credit Representative</b> (If applicable)	Aqua Wealth Financial Services Pty Ltd
<b>Full Name of Loan Writer - Credit Representative</b>	Barry Ashley O'Connell
<b>Address:</b>	Suite 2, Level 1/169 Pascoe Vale Road Moonee Ponds
<b>Phone and Email:</b>	03 9373 0400 barry@aquawealth.com.au
<b>Credit Representative Numbers</b> <ul style="list-style-type: none"><li>• <b>Corporate</b> (If applicable)</li><li>• <b>Loan Writer</b></li></ul>	421770 419144
<b>External Dispute Resolution Scheme contact details</b>	COSL (Credit Ombudsman Services Limited) Phone: 1800 138 422 www.cosl.com.au

The information specified in this Credit Guide applies to our Credit Representative/s. In particular, our Credit Representative/s shares in the commissions and fees received by us. You can contact us to obtain details of how these commissions are worked out and an estimate of the amount of commission payable.

## **nMB's Top Six Financiers**

Details of the six financiers with whom National Mortgage Brokers Pty Ltd currently conducts most of its business are:

- **ANZ**
- **Bank of Melbourne**
- **CBA**
- **HomeSide Lending**
- **ING**
- **Westpac**

## **Updating this Credit Guide**

All details are current as the date of this Credit Guide. We publish minor changes on our website and will update the Credit Guide if there are any material changes adverse to borrowers.

For more information contact us at:

National Mortgage Brokers Pty Ltd  
Level 6, 190 Queen Street  
MELBOURNE VIC 3000  
T: 1300 668 662  
F: 03 9670 8073  
E: [nmbcompliance@nMB.com.au](mailto:nmbcompliance@nMB.com.au)

or view us at [www.nMB.com.au](http://www.nMB.com.au)