

# Credit Guide.

**Loan  
Market™**

This credit guide provides you with the key information you need to know to make an informed and confident choice when engaging our services.

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

## Key Information

<b>Our full name</b>	Loan Market Pty Ltd trading as Loan Market ACN 105 230 019
<b>Address</b>	Level 26, 111 Eagle Street, Brisbane QLD 4000
<b>Phone</b>	135 626
<b>Email</b>	customerservice@loanmarket.com.au
<b>Australian Credit License Number</b>	390222

### Internal Complaints Officer Contact Details

### Complaints Officer

Loan Market  
GPO Box 5200, Sydney NSW 2001  
Email: [compliance@loanmarket.com.au](mailto:compliance@loanmarket.com.au)  
Australian Financial Complaints Authority  
Online: [www.afca.com.au](http://www.afca.com.au)  
Email: [info@afca.com.au](mailto:info@afca.com.au)  
Telephone: 1800 931 678 (free call)  
Mail: GPO Box 3, Melbourne Vic 3001

### External Dispute Resolution Scheme Contact Details

## Services we provide

We will help you 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 obtain an approval.

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

### Residential Lending

Adelaide Bank	Better Choice Home Loans	HomeStart	National Australia Bank/
AMP Australia	Beyond Bank	ING	NAB Broker (Homeside Lending)
ANZ Australia	Bluestone	Judo Capital	Paramount Mortgage Service
AFM - Australian First Mortgage	BMM - Better Mortgage	La Trobe Financial	Pepper Money
Bank Australia	Management	Liberty	Police & Nurses Bank (WA Only)
Bank of Melbourne	Citibank	LoanMarket GO	Resimac
Bank of Queensland	Commonwealth Bank	Macquarie	St George Bank
Bank of Sydney	Firstmac	ME Bank	Suncorp
Bank SA	Heritage Bank	MKM Capital	Westpac
BankWest	Homeloans Limited	Mortgage Ezy	

### Personal Lending & Asset Finance

ANZ Asset Finance (Esanda)	Latitude Motor	Pepper Money (Asset Finance)
ANZ Personal Loan	Liberty Motor	Pepper Money (Personal Loans)
Capital Finance	Macquarie Leasing	Westpac Equipment Finance (Easy Lodge)
CBA Asset Finance	Mildura Finance (Easy Lodge)	Wisr
Firstmac Equipment Finance	MoneyPlace	
Judo Capital Asset Finance	NAB Asset Finance	

### Deposit Bonds Policies

Deposit Bonds Australia

## Our responsible lending obligations

Under the NCCP Act, we are obliged to ensure that any loan or principal increase to a loan we make and any lease we enter with you is not unsuitable for you. To decide this, we will 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 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 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

As the licensee we do not charge you for our services as we are paid commission by the financier. However, our credit representative may charge a fee and you may need to pay the financier's application fee, valuation fees, and other fees.

## Commissions received by us

We may receive commissions from the lenders and lessors who provide finance for our customers. These are not fees payable by you. You can obtain additional information about these commissions by asking us.

## 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. On request you can obtain a reasonable estimate of the amount of commission and how it 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: Complaints Officer, Loan Market, GPO Box 5200, Sydney NSW 2001. Email [compliance@loanmarket.com.au](mailto:compliance@loanmarket.com.au) 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.

## 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 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.

## Our credit representatives

We have appointed a number of credit representatives to provide services. Details of the credit representative you are dealing with are set out below.

**Credit Representative's Full Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Phone** \_\_\_\_\_

**Credit Representative Number** \_\_\_\_\_

**External Dispute Resolution Scheme Contact Details**

Australian Financial Complaints Authority

Online: [www.afca.com.au](http://www.afca.com.au)

Email: [info@afca.com.au](mailto:info@afca.com.au)

Telephone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne Vic 3001

The information specified above applies to the credit representative. In particular:

- ▶ The credit representative may receive the whole or part of the commissions and fees referred to above directly or indirectly from the licensee. You can obtain information from the credit representative about a reasonable estimate of those commissions and how the commission is worked out.
- ▶ I may charge a fee for my services. More details about the fees payable by you will be set out in a Quote and Proposal document which I will give you before a finance application is lodged. You may obtain from me information about how these fees and charges are worked out and a reasonable estimate of those fees.