

Optimize Finance Group Pty Limited – Credit Guide

Congratulations on choosing an MFAA (Mortgage and 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.

About Us:

Optimize Finance Group holds an Australian Credit Licence 385686 with ASIC and can 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.

With 20+ years experience, and access to over 20 Lenders we have the skills and resources to work closely with our clients for a professional finance experience. That experience does not end with the approval or settlement. We maintain a private relationship service throughout the life of your loan, ensuring you have direct contact to a finance specialist at all times.

We provide a range of finance services including:

- Residential Finance
- Business Finance
- Commercial Property Finance
- Equipment Finance and Leasing
- Industry Finance

Director and founder Glenn Mackay (Dip Finance FNS50310) is passionate about keeping great service in the banking and finance industry. Whilst the banks keep reducing staff and outsourcing jobs overseas, we maintain our commitment to a great client experience.

Having worked in all areas of banking, Glenn spent 16 years with NAB and Bankwest in Private Banking, Business Banking, Commercial and Special Industry Finance thus having experience in all segments of finance.

Glenn is supported by a team of professional support staff to ensure your loan is managed from application through to settlement in the most efficient process to achieve your requirements.

How we help you:

- ✓ 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.

Our panel lenders

We source finance from over **20 financiers**. The financiers named below are the six financiers with whom we conduct the most business. For a full list of all our lenders please contact us directly.



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; and
- 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; or
- 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.

It is important that the information you provide us is complete and accurate, as if we proceed on incomplete or incorrect information, you may be in breach of your legal obligations to the lender.

We must provide you with a copy of our preliminary credit assessment of your application if you ask within seven 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.

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.

Commissions 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.

Commissions payable by us

We source referrals from a broad range of sources. For example, we may pay fees to 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; **02 9125 0588**

emailing; **glenn@optimizefg.com.au**

writing to; **PO Box 6950 Baulkham Hills NSW 2153**

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. 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 be able to refer the complaint to an ASIC Approved External Dispute Resolution (**EDR**) Scheme. Our external dispute resolution provider is:

Credit Ombudsmen Services Limited, PO Box A252 South Sydney NSW 1235
Phone 1800 138 422 www.cosl.com.au

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

If we arrange a loan for you to purchase or refinance real estate, you should 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.

You should ensure that you have approved finance before entering a binding contract to purchase.

We don't provide legal or financial advice unless specified in a separate contract. It is important that you understand your legal obligations under the loan, and the financial consequences.

Before you accept your loan offer, make sure you read the credit contract/loan agreement carefully to understand full details of the loan. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan contract.

We represent lenders and have obligations to them, in particular not to provide any information we know is misleading or deceptive. We also have obligations under the law to report any fraud, forgery, or other illegal activities. Before using our services, it is important that you understand that we have these obligations to lenders and under the law.

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	Glenn Matthew Mackay
Phone and e-mail	0435 890 713 glenn@optimizefg.com.au
External Dispute Resolution Scheme contact details	COSL (Credit Ombudsman Services Limited) phone 1800 138 422, www.cosl.com.au

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

- The credit representative may receive the whole or part of the commissions and fees referred to above directly or indirectly from us as the licensee. You can obtain information from the credit representative about a reasonable estimate of those commissions and how the commission is worked out.
- The six financiers listed above are based on usage by us as the licensee not the credit representative.