

Credit Guide

This document provides you with information relating to our activities and services. It contains information about various fees and charges that may be payable by you, as well as about commissions we may receive. It also contains information about what you should do if you have a complaint or dispute in connection with our services.

ABOUT US	
<p>Licensee: Dale Virtue Pty Ltd T/A Virtue and Partners ABN: 81 055 809 188 Australian Credit Licence: 388981</p>	<p>Contact Details: Suite 1408, 109 Pitt Street Sydney NSW Ph: (02) 9223 0277 Fax: (02) 9223 0244 Email: haydn.dale@virtueandpartners.com.au www.virtueandpartners.com.au</p>
<p>Broker Group</p>	<p>Finance and Systems Technology Pty Ltd ABN 092660912</p>

OUR CREDIT ASSISTANCE	
<p>Nature and range of services</p>	<p>Dale Virtue Pty Ltd primarily provides credit assistance in relation to obtaining:</p> <ul style="list-style-type: none"> • home loans • residential investment loans • low-doc loans • commercial loans • equipment finance and leases <p>We can assist you to choose and apply for a loan which is suitable for your purposes. We can provide you with information on a broad range of lenders and loans. If you have already chosen a lender and a loan, we can assist you obtain an approval. We can suggest you remain with your current loan.</p>
<p>About the licensee, its credit representatives and its list of panel lenders</p>	<p>We are authorised to engage in credit activities including providing credit assistance and acting as an intermediary.</p> <p>Subject to meeting the lender's credit criteria, we are able to assist you to obtain credit from a broad range of lenders. Our current panel includes, but not limited to, the lenders listed below. This list are the top 6 residential lenders and \$ of business written in the previous financial year.</p> <p>AMP</p> <p>ANZ</p> <p>CBA</p> <p>ING</p> <p>Macquarie Bank</p> <p>St George Bank</p> <p>This is not to say that we will only deal with these lenders, it is simply that the products these lenders offer have been most suitable to our most recent clients. Your case may be different and we would look at your needs separately and independently of the above list.</p>

Assessment	<p>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:</p> <ul style="list-style-type: none"> • The loan or increase will meet your requirements and objectives and you can meet the proposed repayments <p>We won't be able to give your credit assistance if our assessment shows that:</p> <ul style="list-style-type: none"> • You won't be able to meet the proposed repayments without substantial hardship or the loan won't meet your requirements or objectives <p>If we provide you with credit assistance you can ask us for a copy of our assessment any time up to 7 years. To request a copy please contact us.</p>
Ownership	<p>We obtain mortgage aggregation services from the Broker Group. The Broker Group is a member of the National Australia Bank Group. The Broker Group provides services at arm's-length to our business which include IT systems, loan information and lodgement systems, training and development, commission processing, conferences and professional development events, and assistance with regulatory and compliance obligations. In consideration of the services the Broker Group gives us, we pay fees to the Broker Group or the Broker Group retains some of the commission panel lenders pay on loans we arrange. We have access to Broker Group panel of lenders including NAB Group and Broker Group branded products.</p> <p>Our business is owned and managed independently form the Broker Group and National Australia Bank (NAB)</p>

FEES AND CHARGES	
Fees payable by you	<p>We do not charge you for our services as we are paid commissions by the lender. However, you may need to pay the lender's application fee, valuation fees, or other fees. You should review the disclosure documents and your loan contract or lease for further details of any such fees and charges.</p>

COMMISSIONS	
How we are paid	<p>Lenders pay us commissions in relation to the loans we provide credit assistance for. The total amount of commission we may receive will vary depending on the lender, the term, the features and the loan amount. The Broker group receives the commissions from the lenders. And then pays us. The general range of commissions is:</p> <p><i>Upfront (payable after settlement): 0.33 % to 0.77 % of the loan amount</i></p> <p><i>Trail (payable throughout the term of the loan): 0.15% per annum to 0.385% per annum of the loan balance.</i></p> <p>You should ask if you want to know where in this range the proposed lender (once selected) sits. Further details of the commission earned by us will be included in the credit proposal disclosure document we will provide to you when we provide you with credit assistance.</p>
External Parties sharing in remuneration	<p>We may pay a referral fee to an external party for referring you to us. You should ask us if you want to know if a referral fee is paid.</p> <p>Further details of these payments will be included in the credit proposal disclosure document we will provide to you when we provide you with credit assistance.</p>
Volume Bonus Arrangements	<p>We and our Broker Group do not receive any volume based benefit for residential home loan products. However, from time to time we or the Broker Group may receive a benefit, directly by way of cash bonus or additional commissions or indirectly by way of training, professional development days or sponsorship, if we or the Broker Group write a particular volume of loans offered by lenders for products such as commercial and lease products.</p>

DISPUTES OR COMPLAINTS	
How to make a complaint	<p>We are committed to providing our customers with the best possible service. If at any time you have a complaint about our service, please contact us first so that we can work towards a resolution. We will endeavour to deal with your complaint promptly thoroughly and fairly. You can email your complaints to haydn.dale@virtueandpartners.com.au or phone (02) 9223 0277.</p>
Still not satisfied	<p>If we are unable to resolve your problem, you may contact our external dispute resolution scheme. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. Our external dispute resolution provider is AFCA (Australian Financial Complaints Authority) phone 1800 931 678, www.afca.org.au</p>
Complaints regarding Third Party Products or Services	<p>If your complaint relates to a product or service acquired through a third party (the 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, you are entitled to have your dispute considered by their External Dispute Resolution Scheme.</p>

Privacy Statement

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We need to collect personal information about you to provide you with our broking & related services. This privacy statement tells you how we collect your information, what we use the information for and who we share the information with. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

Security of your personal information

Dale Virtue Pty Ltd takes reasonable steps to ensure the security of your personal or company information from unauthorised access, theft or modification."

How information is collected from you

We will collect your personal information from you directly whenever possible, such as phone enquiries, when you seek credit assistance from us. We may verify that information from sources referred to in the responses to those enquiries, or in this privacy statement.

How information is collected from other sources

Sometimes we will collect information about you from other sources as the Privacy Act 1988 permits. We will do this only if it's reasonably necessary to do so, for example, where:

- we collect information from third parties about a loan or lease in relation to which you seek our services;
- we can't get hold of you and we rely on public information to update your contact details; or
- we exchange information with your legal or financial advisers or other representatives.

When the law authorises or requires collection of information

Some law may require us to collect personal information about you. For example, we may require your information to verify your identity under Australian Anti-Money Laundering law.

How your information may be used

We may use your information for purposes including, but may not be limited to:

- giving you credit assistance;
- giving you information about loan products or related services;
- considering whether you are eligible for a loan or lease or any related service you requested;
- assisting you to prepare an application for a lease or a loan;
- administering services we provide, for example, to answer requests or deal with complaints;
- administering payments we receive, or any payments we make, relating to your loan or lease;
- identifying you;
- telling you about other products or services we make available and that may be of interest to you, unless you tell us not to;
- telling you about other suppliers, with whom we have arrangements, that supply goods or services that may be of interest to you;
- allowing us to run our business efficiently and perform general administrative tasks;
- preventing or investigating any fraud or crime or any suspected fraud or crime;
- as required by law, regulation or codes binding us; and
- any purpose to which you have consented.

You can let us know at any time if you no longer wish to receive direct marketing offers from us. We will process your request as soon as practicable.

What happens if you don't provide information

If you don't provide your information to us, it may not be possible for us to:

- assist in finding a loan or lease relevant to your circumstances;
- verify your identity or protect against fraud; or
- let you know about products or services that might be suitable for your financial needs.

Sharing Your Information

General

We may use and share your information with other organisations for any purpose described above.

Sharing with your representatives and referees

We may share your information with:

- your representative or any person acting on your behalf (for example, lawyers, settlement agents, accountants or real estate agents); and
- your referees, like your employer, to confirm details about you.

Sharing with third parties

We may share your information with third parties in relation to services we provide to you or goods or services in which we reasonably consider you may be interested. Those third parties may include, but not limited to:

- the mortgage aggregator through whom we may submit loan or lease applications to lenders or lessors on the mortgage aggregator's panel;
- the Australian Credit Licence holder that authorises us to engage in credit activities;
- referrers that referred your business to us;
- financial services suppliers with whom we have arrangements;
- valuers;
- lenders, lessors, lender's mortgage insurers and other loan or lease intermediaries;
- organisations, like fraud reporting agencies, that may identify, investigate and/or prevent fraud, suspected fraud, crimes, suspected crimes, or other misconduct;
- government or regulatory bodies as required or authorised by law. In some instances, these bodies may share the information with relevant foreign authorities;
- guarantors and prospective guarantors of your loan or lease;
- service providers, agents, contractors and advisers that assist us to conduct our business;
- any organisation that wishes to take an interest in our business or assets; and
- any third party to which you consent to us sharing your information.

Sharing outside of Australia

We may use overseas organisations to help conduct our business. As a result, we may need to share your information with such organisations outside Australia. The countries in which those organisations are located are:

India

We may also store your information in clouds or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country your information may be held.

Privacy Policy

You can find out more about how we manage your information by reading our Privacy Policy available by contacting us. Please see our contact details above. Also, you can read and obtain a copy of that policy at our website address set out above. Our Privacy Policy sets out how you can ask us to access and seek to correct information we hold about you and how you may complain against us about a privacy issue.

Information about other people

If you give information to us about another person (such as your co-applicant) in relation to the services we provide, you will let that other person know that:

- we have collected their information to provide those services or for any other purpose set out in this privacy notice;
- we may exchange this information with other organisations set out in this privacy notice;
- we may not be able to provide those services unless we obtain their information; and
- we handle their personal information in the way set out in our Privacy Policy and this privacy notice and they can, by contacting us:
 - access or request a copy of that privacy policy or this privacy notice; or
 - access the information we hold about that other person