

CREDIT GUIDE

This Credit Guide provides you with the key information that you need to know to make an informed and confident choice when engaging our products and services.

This Credit Guide summarises our goals and standards, offerings, fees, and commissions. Please ask if you need more information or clarification.

This Credit Guide has been generated by:

Australian Credit Representative	Refy Pty Ltd (ACR # 524020) ("Refy")
Organisation	Refy Pty Ltd (ACR # 524020)
Address	903/50 Clarence St Sydney NSW 200
Phone	1300 247 025
Email Address	support@refy.com.au
Australian Credit Licence	Australian Finance Group Ltd (ACL # 389087) ("AFG Ltd" or "Licensee")

OVERVIEW

We hold the necessary mortgage broking experience and qualifications in accordance with the National Consumer Credit Protection Act, 2009. We are therefore required to meet specific competency standards relating to educational and professional development. You can be confident that we are held accountable to not only our organisation's high ethical standards/values but also have a responsibility to maintain the regulatory standards that are set by both Commonwealth and State governments.

Our mission is to ensure we offer our applicants the best service and most appropriate products through our professionalism and attention to detail. Ultimately, our goal is to ensure applicants are provided with a loan that meets their objectives.

We guarantee to listen to your needs and your instructions, ensuring that there is the collaborative agreement through each step of the finance application process.

Our relationships and alliances with like-minded quality organisations ensure we are positioned to offer the best quality service as well as offering complementary financial services where appropriate.

SUITABILITY OF LOANS TO YOUR FINANCIAL OBJECTIVES

When you enquire about a home loan product through Refy, your enquiry will be directed to a Refy AFG mortgage broker who will contact you.

A Refy AFG broker will complete a Preliminary Credit Assessment to determine what kind of loans would be suitable for you. In consultation with you, they will find out and discuss with you your financial situation, financial objectives and borrowing needs before we determine which loan product may suit your situation/requirements.

For the purposes of the Preliminary Credit Assessment, 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.

The assessment will be conducted prior to the recommendation of a particular product. The assessment will involve the collection and verification of financial information to determine the appropriate loan amount and the loan costs associated with entering a credit contract. This will ensure that your circumstances will be assessed appropriately and that the options suggested will not place you in financial hardship. Once completed, this Preliminary Credit Assessment is only valid for 90 days. A copy of the Preliminary Credit Assessment will be available to you, on request - this will be available up to 7 years after we provide you with credit assistance.

Prior to the Preliminary Credit Assessment being conducted, we may provide you with Product summaries that highlight various key features and benefits of the product. We may also provide you with Product Comparison documents that allow you to compare the features and benefits of each product and assess the suitability to your requirements.

LICENSEE LENDERS AND PRODUCTS

<p>Lenders available</p>	<p>AFG Ltd aims to provide you with information from a range of Lenders and products/loans. Once you have chosen a loan that is suitable for you, your authorised credit representative will help you obtain an approval.</p>														
<p>Commonly used Lenders</p>	<p>The list below documents the 6 most commonly used Lenders by AFG Ltd. This does not necessarily reflect all the financial institutions that the Licensee is able to conduct business through.</p> <p>However, if less than 6 Lenders are displayed below, this is a summary of the Lenders that the Licensee is able to utilise for loan submission purposes.</p> <table border="1" data-bbox="524 1066 1388 1543"> <thead> <tr> <th data-bbox="524 1066 950 1123">Financial Institutions</th> <th data-bbox="958 1066 1388 1123">Percentage of applications submitted in the past 12 months</th> </tr> </thead> <tbody> <tr> <td data-bbox="524 1165 950 1207">1. Commonwealth Bank</td> <td data-bbox="958 1165 1388 1207">16.29%</td> </tr> <tr> <td data-bbox="524 1228 950 1270">2. ANZ</td> <td data-bbox="958 1228 1388 1270">15.26%</td> </tr> <tr> <td data-bbox="524 1291 950 1333">3. NAB</td> <td data-bbox="958 1291 1388 1333">8.91%</td> </tr> <tr> <td data-bbox="524 1354 950 1396">4. Westpac</td> <td data-bbox="958 1354 1388 1396">8.5%</td> </tr> <tr> <td data-bbox="524 1417 950 1459">5. Macquarie Bank</td> <td data-bbox="958 1417 1388 1459">8.15%</td> </tr> <tr> <td data-bbox="524 1480 950 1522">6. Bankwest</td> <td data-bbox="958 1480 1388 1522">4.5%</td> </tr> </tbody> </table> <p>* The Top 6 lenders are based on the total volume of loans lodged in the last 12 months.</p> <p>**The % of loans is based on the total loans lodged over the past 12 months. This will not add up to 100% where I have lodged to lenders outside of my top 6.</p>	Financial Institutions	Percentage of applications submitted in the past 12 months	1. Commonwealth Bank	16.29%	2. ANZ	15.26%	3. NAB	8.91%	4. Westpac	8.5%	5. Macquarie Bank	8.15%	6. Bankwest	4.5%
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LICENSEE FEES, CHARGES, COMMISSION AND DISCLOSURES

<p>Fees payable by you to third parties</p>	<p>When the credit application (loan) is submitted, you may need to pay the lender's application fee, valuation fees, or other fees that are associated with the loan application process, even if the loan is ultimately unsuccessful.</p>
<p>Fees payable by you to the Licensee</p>	<p>If a fee is payable by you, this will be disclosed in a Credit Quote that will be provided to you. If a Credit Quote is not supplied, this will indicate that the Licensee does not charge consumers any fees.</p>
<p>Payments received by the Licensee</p>	<p>Please take notice that the Licensee may receive fees, commissions, or financial rewards from Lenders or Lessors in connection with any finance we arrange for you. These fees are not payable by you.</p> <p>The commission/brokerage depends on the amount of finance and may vary from product to product. We can provide you with information about a reasonable estimate of those commissions and how the commission is worked out if you require.</p> <p>Commissions are paid based on a percentage of the loan balance that is drawn down; which in most cases will be net of any amounts you hold in an offset account. The way commissions are calculated and paid to us by Lenders may vary. By following the responsible lending requirements we will ensure the loan</p>

	<p>recommended to you is suitable for your situation and objectives.</p>
<p>Fees payable by the Licensee to third parties</p>	<p>The Licensee may pay fees to call centre companies, real estate agents, accountants, or lawyers and others for referring you to us. These referral fees are generally small amounts in accordance with usual business practice.</p> <p>These fees are not payable by you. On request, you can obtain a reasonable estimate of the amount of the fee and how it is worked out.</p> <p>From time to time, the Licensee may also remunerate other parties through payments, rewards or benefits.</p>
<p>Tiered Servicing Arrangements</p>	<p>Through your broker's relationships with lenders they may have access to tiered servicing arrangements. The benefits of this access to these arrangements can include faster processing, better information or greater levels of assistance provided for obtaining loan approval. Your broker will advise you of any tiered service arrangements that are in place with a particular lender that they have proposed at the time recommendations are made.</p> <p>Access to this program is not based solely on the volume of new or existing lending your broker's customers have with each respective lender and does not entitle them to any additional commissions</p>

	<p>outside of what they have disclosed to you, any additional payments or preferential customer discounts.</p>
<p>Other disclosures, benefits or interests</p>	<p>Refy Pty Ltd receives a share of up to 35% of the total annual income generated from credit activities of Refy and the Refy AFG brokers.</p> <p>As an example, if the total income is \$10,000 Refy Pty Ltd would receive an annual payment of up to \$3,500.00.</p> <p>Refy and AFG mortgage brokers are prohibited from accepting gifts or inducements over \$350. Any benefit given to your broker greater than \$100 and less than \$350 will be recorded in a Gifts Register. A copy of your broker's register is available to inspect on request. If you wish to inspect the register, please contact your broker.</p>

COMPLAINTS

Irrespective of our status as a Licensee, representative or credit representative, our reputation is built on matching the appropriate product(s) to the individual's requirements. We go to great lengths to ensure satisfaction with our services and offerings. However, there may be instances from time to time, where applicants may be dissatisfied with the outcomes of our consultation process. If you have a complaint about the service that we provide, the following steps or avenues for resolution are available to you.

Step 1

Most complaints arise from miscommunication and can usually be fixed quickly. So, please contact your Refy Broker first and tell them about your concerns.

Step 2

If the issue is not satisfactorily resolved within 5 working days by talking with your Refy Broker, AFG Ltd will apply their internal complaints process to manage your complaint appropriately. In this instance, the complaint will be escalated to AFG Ltd's Complaints Officer. You may also contact the Complaints Officer directly.

Complaints Officer

- **Name:** Complaints Manager
- **Phone:** 08 9420 7888
- **Email:** compliance@afgonline.com.au
- **Address:** 100 Havelock St, West Perth, WA 6005

Note: In some instances, your Broker may also be fulfilling the role of the Complaints Officer. This will not affect the capacity to have your complaint dealt with appropriately.

By using AFG Ltd's internal complaints process we hope to assist you to resolve your complaint quickly and fairly. The maximum timeframe in which to provide a written response to you is 45 days, although in pursuit of best practice and the reputation of our organisation, we aim to resolve these issues in a much shorter time frame.

Step 3

Although we try hard to resolve a customer's concern in the most considerate and direct manner, if you are not completely satisfied after the above steps have been attempted, you still have other avenues available to resolve the dispute. This is then managed externally and independently.

This external dispute resolution (EDR) process is available to you, at no cost. Refy Pty Ltd and AFG Ltd, our Licensee, are both required to be members (independently) of an ASIC approved EDR scheme.

<p>EDR Australian Finance Group Ltd Name: Australian Financial Complaints Authority Phone: 1800 931 678 Email: info@afca.org.au Address: GPO Box 3 Melbourne VIC 3001 Online: www.afca.org.au</p>	<p>EDR: Refy Pty Ltd Name: Australian Financial Complaints Authority Phone: 1800 931 678 Email: info@afca.org.au Address: GPO Box 3 Melbourne VIC 3001 Online: www.afca.org.au</p>
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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.