



CREDIT GUIDE V2.32

Jabella Group Pty Ltd Trading as The Finance Group Parramatta

Office Address: Level 7, 91 Phillip Street Parramatta NSW 2150

Australian Credit Licence Number 392489

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.

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.

We offer our brokering services for a wide range of lending solutions for various situations, both personal, business, commercial for both secured credit and unsecured credit or cash flow solutions.

We even broker private mortgages.

The 4 levels of service we provide:

ADVICE: We will help you to choose a loan or lease which is suitable for your purposes.

CHOICE: 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.

EXECUTION ONLY: You have already chosen a financier, and we will assist you to obtain an approval.

NO ADVICE / INTRODUCTION AND DOCUMENTATION SERVICE: We arrange an offer or approval with a lender whom you are eligible in relation to private lending and introduce that lender to you, however you seek independent legal and financial advice in relation to the loan contracts, suitability etc.

Our panel of lenders

We source finance from a panel of financiers, both major banks, second tier banks, non-banks and private lenders.

Below are examples of some of these;

Latrobe

St George

CBA

Members Equity

Liberty

Suncorp
ANZ
Bankwest

In addition, our panel includes many other similar lenders, non-conforming lenders, low doc lenders for mortgages and personal loans. We also have access to a large range of private lenders.

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. 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 are specialist brokers and often charge a fee for our services.

1) Upfront commitment fee - This fee helps contribute towards our costs of making enquiries, such as performing a credit check, title searches, company search or other verification checks that we deem relevant. This fee also contributes to part of our fixed costs to have information readily available, such as RP data and other industry database, information storage systems and also enable us to fund our record keeping requirements. This fee is between \$200 and \$5,500 and is payable for all members of the public whom engage The Finance Group Parramatta as their broker or credit advisor (or one of "The Finance Group" branded business). The amount of the fee also depends on various other factors.

e.g. For personal loans, between \$200 and \$550 upfront commitment fee.

For Mortgages between \$200 to \$5,500 upfront commitment fee.

For Private mortgages, between \$550 and \$5,500 upfront commitment fee.

The commitment fee can be rebated off the final bill for our final credit quote. In some cases it will be written into the credit quote we provide you if a rebate is applicable in your case.

2) Brokerage or Service Fee - This fee is quoted on a case by case basis. Typically we would not quote an exact amount for this fee until we have had the opportunity to review all of your supporting documents, have detailed disclosure from you of your current position and we are fully aware of the task you require of us. Once we issue you with a Credit Quote upon recommending a specific product we will inform you of the specific amount of our fees in the credit quote and loan proposal document. In some cases this fee is refundable in the event an approval is not obtained on terms similar to the loan proposal. However, in the event of lack of disclosure by the client or false information provided to us that contributes or results in the application being declined, we will not refund any part of the fees. The amount and point at which this fee is payable will be outlined in the credit quote and loan proposal document. In some cases we do not charge any fee where the loan amount is high enough and the commission paid by the lender is sufficient to cover us for our time.

More details about the fees payable by you will be set out in a quote which we will give you before a finance application is lodged. You may obtain from us information about how these fees and charges are worked out and a reasonable estimate of those 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 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. 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: [1800 88 5626](tel:1800885626) or [1800 88 LOAN](tel:180088LOAN) or [02 9891 0045](tel:0298910045) (Talk to Jason)
- emailing: complaints@tfgparramatta.com.au
- writing to: [PO Box106, Casula, NSW, 2170](#)

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 the Credit and Investments Ombudsman.

Our Member number is M00420

Monday to Friday 9am - 5pm AEST

Complaints 1800 138 422

Send your correspondence to:

Credit and Investments Ombudsman Ltd

PO Box A252

South Sydney NSW 1235

<http://www.cio.org.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 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 Advisors

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

Credit Advisor	Jason Baker
Address	Level 7, 91 Phillip Street, Parramatta, NSW, 2150
Phone and email	jasonbaker@tfgparramatta.com.au 0403 520 878
External Dispute Resolution Scheme	COSL (Credit Ombudsman Services Limited) Phone: 1800 138 422
Contact details	www.cosl.com.au

Any other staff that you may be in contact with are considered administration assistants who assist by collating information to assist the above credit advisor. Advice should only be received from the above person. All other persons that you may deal with are not authorised to provide advice.

This Credit Guide is to apply to borrowers that are consumers. Borrowers that are Pty Ltd entities are not covered by this Credit Guide and related EDR process. The Loan offer document and or credit contract will detail the "Borrower".