

QLD COMPLIANCE CENTRE PTY LTD TRADING AS ONFINANCE
CREDIT GUIDE

Thank you for considering doing business with OnFinance.

We are a licensed provider of credit assistance under the National Consumer Credit Protection Act 2009. This document provides you with information about us, our representative with whom you are dealing and the services we provide.

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| Licensee's business name | QLD COMPLIANCE CENTRE P/L TRADING ONFINANCE ABN 66 155 987 518 |
| Licensee's address | Suite 19/8 DENNIS ROAD SPRINGWOOD QLD 4127 |
| Licensee's phone number | 0412 032 242 |
| Licensee's email address | INFO@ONFINANCE.COM.AU |
| Licence number | 483392 |

If you are looking for consumer credit products, our role is to help you find a product that suits you. That process involves talking to you to understand your requirements and objectives in seeking credit, as well as understanding your financial position.

Our assistance process

We are required by law to ensure that any credit product with which we assist you can be deemed "not unsuitable" for you. In simple terms, this means that the product fits your needs and that you can afford to meet the financial repayments.

To establish this, we need to:

- make enquiries with you as to your needs;

- make enquiries with you as to your financial position; and
- collect evidence from you to verify your financial position.

Once we have done this, we will then use our broking expertise to find a product in the marketplace that you can afford and that meets your needs.

We can provide you with a report – called a *Preliminary Assessment* – on how we determined that any loan we assisted you with was not unsuitable for you. You may request this report up to seven years after we provided you with this assistance.

With what products do we provide assistance?

In the past 3 months, the top 6 lenders that our clients have been placed with are:

1. NOW Finance
2. WISR Finance
3. Plenti
4. Capital
5. Pepper Asset Finance
6. Firstmac

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.

How do our Credit Representatives get paid?

Our Credit Representatives are paid a commission directly from the lender. The lender may pay them a percentage amount upon settlement of your loan and may also pay them an ongoing percentage amount for the life of your loan.

These amounts are paid to the Credit Representative by the lender and ARE NOT payable by you. If you are interested and want an estimate of what the commission payment will be and how it is worked out, please just ask us or our

Credit Representative and we will be only too glad to provide you with this information.

We use the services of a finance *aggregator* in order to gain access to many different Australian lenders. In return for this service, our aggregator charges us a share of the commission paid to us by lenders. If you are interested and want an estimate of what the aggregator's commission share will be and how it is worked out, please just ask us and we will be only too glad to provide you with this information.

Our Credit Representative may also charge you a direct fee of between \$550 and \$2000 for their services. The fee payable may depend on the complexity of your situation or if you decide not to proceed but will be separately disclosed to you in the *Credit Quote* that our Credit Representative will provide for your signoff before proceeding with actually assisting you. In any case, the fee will be no greater than \$2000 .

Referral fees

In some cases, your business may have been referred to us by non-regulated third parties such as real estate agents, accountants, financial planners etc. Where this is the case, we *may* pay a referral fee to these parties. If we do pay a fee to these parties, then 1) they should already have told you about this; and 2) we will either disclose the actual fee in our final documentation with you or we will instruct you that, if you want to know, you can ask us about the fees and we will tell you how much was paid and how it was worked out.

Conflict of interest

While we have other services in our business that would benefit our clients, you are under no obligation to use these services.

What if you are not happy with our services?

At OnFinance, we always work hard to build strong and lasting relationships with our valued customers. By listening to your feedback, not only can we address any immediate concerns you may have, we will also continually improve our products and services.

We know there are times when you may wish to compliment us on something we have done well and other times when you may wish to tell us we have not met your expectations.

If, for any reason, you do not feel that you have received the highest standard of care from us, we encourage you to share this with us. We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by whichever of the following means best suits you:

Email: info@onfinance.com.au

Post: PO Box 655, Biggera Waters QLD 4216

If you choose to contact us by mail or email, please make sure you provide as much detail as possible about your complaint.

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within 1 day. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event we are still investigating your complaint after 30 days we will write to you to explain why and to let you know when we expect to have completed our investigation.

When we have completed our investigation, we will write to let you know the outcome and the reasons for our decision.

Taking it further

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 30 days, then you can have your complaint heard by our *external disputes resolution* scheme (EDRS), the Australian Financial Complaints Authority (AFCA).

You can contact AFCA at:

Mail: Australian Financial Complaints Authority

GPO Box 3
Melbourne VIC 3001

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678