

## CREDIT GUIDE

### About Us

Connective Credit Services Pty Ltd is licensed under the National Consumer Credit Protection Act 2009. The details of our licence are as follows:

<b>Business Name</b>	Connective Credit Services Pty Ltd ABN 51 143 651 496
<b>Address</b>	Level 20, 567 Collins Street, Melbourne VIC 3000
<b>Telephone</b>	1300 656 637
<b>Email</b>	compliance@connective.com.au
<b>Australian Credit Licence Number</b>	389328

We have authorised Ian Macdonald as our credit representative. The details of Ian's authorisation is:

<b>Credit Representative Name</b>	Ian Macdonald
<b>Address</b>	2 Latham Street Northcote VIC 3070
<b>Telephone</b>	(03) 9442 4379
<b>Email</b>	hello@savewithian.com.au
<b>Credit Representative Number</b>	435124

### Customer First Charter

Our Mortgage Broker's priority is to you, their customer. We require our Mortgage Brokers place your finance needs above those of any lender, themselves or their aggregator, Connective.

Our Mortgage Broker's duty is to ensure you obtain a loan which is appropriate (in terms of loan amount and structure), affordable, suitable for your needs and requirements and delivered in a responsible manner which provides you with a good outcome.

Our Mortgage Brokers are required to be transparent about products and options and applicable fees and charges. They will communicate in simple to understand language and act with the highest standards of integrity. We are committed to ensuring the product selected will meet your needs and requirements at the time of providing credit assistance.

### Credit Guide

This Credit Guide contains important information about us, the services we provide and the activities of the credit representative operating under our credit licence. It also contains:

- information about fees and charges that may be payable by you to us
- commissions that we may receive when we are acting as a credit representative

- commissions that we may pay to third parties for the introduction of business, and
- information about what you should do if you have a complaint or dispute regarding our services and activities.

We are required to provide this document to you as soon as practicable after it becomes apparent that we are likely to provide credit assistance to you. We provide “credit assistance” when we:

1. Suggest or assist you in applying for:
  - a. a particular loan with a particular lender, or
  - b. an increase to an existing loan with a particular lender, or
2. Recommend that you remain in an existing loan contract.

## Preliminary Assessment

Prior to providing credit assistance to you, we must assess whether the particular loan is “unsuitable”. A loan will be “unsuitable” based on the information you provide to us if:

1. You will be unable to repay the proposed loan or will only be able to repay the proposed loan with substantial hardship, or
2. The proposed loan does not meet your requirements and objectives.

We are required to document our findings that the proposed loan is not unsuitable by way of completing a Preliminary Assessment. The Preliminary Assessment will set out your:

- requirements and objectives
- financial and relevant personal situation, and
- ability to repay the proposed loan.

We are also required to take reasonable steps to verify information provided by you to us.

This verification may include:

- requesting you for copies of documents that demonstrate your financial situation - in some cases we may also need to sight original documents, and
- contacting third parties to assist in verifying the information that you provide.

### Obtaining a copy of the Preliminary Assessment

If we provide you with credit assistance, you may request a copy of our Preliminary Assessment anytime for up to 7 years and we must provide you with a copy of the assessment within the following timeframes:

Your request is made:	We will give you your assessment:
Before the Credit Day*	As soon as possible after we receive your request
Up to 2 years after the Credit Day	Within 7 business days after we receive your request
Between 2 to 7 years after the Credit Day	Within 21 business days after we receive your request

\*The Credit Day is the date the credit contract (i.e. the loan) is settled or the loan amount is increased.

There is no charge for requesting or receiving a copy of the Preliminary Assessment.

## Fees and charges that are payable by you in relation to our credit assistance

We may charge a fee for providing credit assistance to you. If applicable, details about these fees payable by you will be set out in a Credit Quote which we will give you prior to submitting your loan application.

### Other fees and charges

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You may have to pay other fees and charges (such as application fees, valuation costs and other applicable fees) to the lender or other parties. You should review the particular loan contract documentation for further details of any such fees and charges.

### How do I get paid?

Our licensee receives commission from the lenders and then pays us commission in relation to loan contracts (such as home and investment property loans) for which we act as the credit representative in providing credit assistance to you.

An upfront commission is payable by lenders in relation to settled (drawn-down) loans and is calculated as a percentage of the loan amount. It is usually paid after settlement of the loan.

Trail commission is payable by lenders in relation to settled (drawn-down) loans. It is calculated monthly on the outstanding loan balance and is paid in arrears.

The upfront and trail commissions that we are paid by lenders are not payable by you. Details of commission to be received will be included in the Credit Proposal Disclosure document that we will provide you with when credit assistance is provided.

From time to time, I may also receive a non-commission benefit by way of training, professional development, entertainment, gift, conference attendance, sponsorship, or entry into a competition run by a lender or my aggregator, at no extra cost to you. The nature of such arrangements are temporary, and the occurrence and amounts are often not readily ascertainable, however if they are apparent as a result of assisting you with credit assistance, this will be disclosed to you.

### Other people we deal with

#### Our aggregator

We have approval to utilise lenders and their loan products through the services of our aggregator 'Connective Broker Services Pty Ltd ABN 77 161 731 111, Credit Representative 437202 is authorised under Australian Credit Licence 389328'. The aggregator charges us a fee depending on our contract arrangements, consisting of:

- a share of commission that is paid by the particular lender
- a membership fee for our business
- a monthly fee for each of our accredited loan writers.

We have access to a panel of lenders through Connective. Macquarie Bank Limited is a 25% shareholder of Connective. We have access to products including those from Macquarie Bank Limited

Commissions paid by Connective's lender panel are transparent and do not influence the broker or consumer choice. Connective is committed to quality consumer outcomes in all circumstances.

#### Referrers and referral fees

We obtain referrals from a range of sources, including accountants, financial planners, real estate agents and other people. If you were introduced or referred to us, we may pay the referrer a commission or a fee.

Details of any commission or fees being paid to the referrer will be included in the Credit Proposal Disclosure document we provide to you.

### Dispute resolution and complaints

We are committed to providing you with the best possible service, however we understand there may be times where you are not satisfied. If this occurs please inform us verbally or in writing with the exact details of your complaint, so we can work towards a prompt and fair resolution.

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If we are unable to reach a satisfactory resolution, you can make a complaint in writing to the Australian Credit Licence holder, Connective Credit Services. With regards to complaints resolution, we are mindful of the need to ensure that consumers are treated fairly and with respect during the complaints handling process. Any dis-satisfaction with a credit representative operating under the licence will be handled in an efficient, timely and effective manner in accordance with ASIC regulations of Internal Dispute Resolution (IDR).

Connective Credit Services details are:

Attention: Compliance and Complaints Handling Officer

Phone: 1300 656 637

Email: [compliance@connective.com.au](mailto:compliance@connective.com.au)

Website: [www.connective.com.au](http://www.connective.com.au)

Mail: Level 20 / 567 Collins Street, Melbourne VIC 3000

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 45 days, then you can have your complaint heard by an independent party. The complaint can be lodged with the Australian Financial Complaints Authority (AFCA):

Phone: 1800 931 678 (free call)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [www.afca.org.au](http://www.afca.org.au)

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

### Things you should know

We don't provide legal or financial planning 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 planning advice before you enter any loan contract.

### Privacy Statement

At Save with Ian (Ian Macdonald), we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth). This Privacy Policy describes our current policies and practices in relation to the handling and use of personal information.

#### What information do we collect and how do we use it?

We will ask you for personal information when we assist you with your finance. Personal information may include any sensitive information (including health information) and may include any information you tell us about any vulnerability you may have. We use the information you provide to advise about and assist with your credit needs. We only provide your information to the companies with whom you choose to deal (and their representatives).

We also use your information to send you requested product information and to enable us to manage your ongoing relationship with us e.g. invoicing, client surveys etc. We may do so by mail or electronically unless you tell us that you do not wish to receive electronic communications.

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We may occasionally notify you about promotions, new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post. If you would rather not receive this information, email or write to us.

We may also use your information internally to help us improve our services and help resolve any problems.

### **What if you don't provide some information to us?**

If you don't provide us with full information, we can't properly advise or assist you with your credit needs.

### **How do we hold and protect your information?**

We strive to maintain the reliability, accuracy, completeness, and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements

We hold the information we collect from you on a secured and password encrypted hard drive and cloud based server which is protected by 2 step authentication which can only be accessed by myself.

We ensure that your information is safe by keeping our computers password locked when not in use, back up of files to secure based cloud server that is protected by a 2 step authentication process where passwords are regularly changed to minimise risk.

### **Will we disclose the information we collect to anyone?**

We do not sell, trade, or rent your personal information to others.

We may need to provide your information to our credit licensee e.g. for administration and supervision activities, contractors who supply services to us e.g. to handle mailings on our behalf, or to other companies in the event of a corporate sale, merger, re-organisation, dissolution or similar event. However, we will do our best to ensure that they protect your information in the same way that we do.

We may also provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

### **How can you check, update or change the information we are holding?**

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate.

If you wish to access or correct your personal information please write to Ian Macdonald, Privacy Officer, at [hello@savewithian.com.au](mailto:hello@savewithian.com.au)

We do not charge for receiving a request for access to personal information or for complying with a correction request. We do not charge for providing access to personal information.

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## Your consent

By asking us to assist with your credit needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

## Tell us what you think

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact Ian Macdonald, 0424 560 826, [hello@savewithian.com.au](mailto:hello@savewithian.com.au)

## Complaints

### Internal Dispute Resolution

If you do have a complaint, please let us know by email, because if we don't know about it we can't fix it. You may also contact us by email addressed to; The Complaints Officer at Ian Macdonald, phone: 0424 560 826, Principal, [hello@savewithian.com.au](mailto:hello@savewithian.com.au), please make sure you include as much information as you can.

You should explain the details of your complaint as clearly as you can. You must do this in writing. When we receive a complaint, we will attempt to resolve it promptly.

## Our lender panel

We are authorised to engage in credit activities and therefore provide assistance to obtain loans for you from a panel of lenders. The following are the lenders through which we have conducted the most business over the last 12 months.

Connective Credit Services top six lenders are as follows:

1. Commonwealth Bank
2. ANZ
3. Westpac
4. NAB
5. St George Bank
6. Bankwest

As a Credit Representative of Connective Credit Services my top six lenders are as follows:

1. ING
2. NAB
3. St George Bank
4. AMP
5. UniBank
6. Pepper Money

## Lender data

This section provides information about the lenders I am accredited with and loans settled with these lenders in the last financial year.

The top six lenders and their respective share of loans settled in the last financial year:

Lenders	% of total settlements
AMP	9.64%
ING	26.38%
NAB	21.22%
Resimac Home Loans	9.35%
St George Bank	10.27%
UniBank	5.14%

The total number of lenders I have settled loans with in the last financial year:

Number of lenders used
11

Panel lenders available and those whom I hold accreditation:

Lenders available	Lenders I am accredited with
Adelaide Bank	<input checked="" type="checkbox"/>
AMP	<input checked="" type="checkbox"/>
ANZ	<input checked="" type="checkbox"/>
Aussie Bonds	<input type="checkbox"/>
Australian First Mortgage	<input checked="" type="checkbox"/>
Auswide Bank	<input checked="" type="checkbox"/>
Bank of China	<input type="checkbox"/>
Bank of Melbourne	<input checked="" type="checkbox"/>
Bank of Queensland	<input checked="" type="checkbox"/>
Bank SA	<input checked="" type="checkbox"/>
Bankwest	<input checked="" type="checkbox"/>
Better Choice Home Loans	<input checked="" type="checkbox"/>
Better Mortgage Management	<input checked="" type="checkbox"/>
Bluebay Home Loans	<input checked="" type="checkbox"/>
Bluestone	<input checked="" type="checkbox"/>
Citibank	<input checked="" type="checkbox"/>
Collins Home Loans	<input type="checkbox"/>
Commonwealth Bank	<input checked="" type="checkbox"/>
Connective HL Essentials by Advantedge	<input checked="" type="checkbox"/>
Connective HL Resolve by ThinkTank	<input type="checkbox"/>
Connective HL Select by Bendigo & Adelaide Bank	<input checked="" type="checkbox"/>
Connective HL Solutions by Pepper	<input checked="" type="checkbox"/>
Deposit Assure	<input type="checkbox"/>
Deposit Power (Deposit Bonds)	<input checked="" type="checkbox"/>
Firefighters Mutual Bank	<input checked="" type="checkbox"/>

Firstmac	<input checked="" type="checkbox"/>
Gateway Bank	<input checked="" type="checkbox"/>
Health Professionals Bank	<input checked="" type="checkbox"/>
Heritage Bank	<input checked="" type="checkbox"/>
HomeStart Finance	<input type="checkbox"/>
ING	<input checked="" type="checkbox"/>
Keystart Home Loans	<input type="checkbox"/>
La Trobe Financial	<input checked="" type="checkbox"/>
Loan Ave	<input checked="" type="checkbox"/>
Macquarie Bank	<input checked="" type="checkbox"/>
ME Bank	<input checked="" type="checkbox"/>
MKM Capital	<input checked="" type="checkbox"/>
MyState	<input checked="" type="checkbox"/>
NAB	<input checked="" type="checkbox"/>
Newcastle Permanent Building Society	<input type="checkbox"/>
P & N Bank	<input type="checkbox"/>
Paramount Mortgage Services	<input type="checkbox"/>
Pepper Money	<input checked="" type="checkbox"/>
Resimac Home Loans	<input checked="" type="checkbox"/>
St George Bank	<input checked="" type="checkbox"/>
Suncorp Bank	<input checked="" type="checkbox"/>
Teachers Mutual Bank	<input checked="" type="checkbox"/>
UniBank	<input checked="" type="checkbox"/>
Virgin Money	<input type="checkbox"/>
Westpac	<input checked="" type="checkbox"/>

### Entertainment and hospitality register

We hold and maintain an entertainment and hospitality register. A copy can be provided on request.

### Further Information

For more information about this Credit Guide or anything else regarding our services, please contact us at any time. We're here to assist you and we look forward to working with you.