



# Credit Guide.

This credit guide provides you with the key information you need to know to make an informed and confident choice when engaging our services. 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.

## Key Information

**Our full name**

BUYERS CHOICE LICENCING PTY LTD ACN 626 172 281

**Address**

Level 5, 278 Collins Street Melbourne VIC 3000

**Phone**

1300 886 100

**Email**

[bcl@buyerschoice.com.au](mailto:bcl@buyerschoice.com.au)

**Australian Credit Licence Number**

509484

**Internal Complaints Officer**

Compliance Manager

**Contact Details**

Level 5, 278 Collins Street Melbourne VIC 3000

Email: [bcl@buyerschoice.com.au](mailto:bcl@buyerschoice.com.au)

Telephone: 1300 886 100

**External Dispute Resolution Scheme**

Australian Financial Complaints Authority

**Contact Details**

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

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

Telephone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne Vic 3001

## Services we provide

We will help you choose a loan or lease which we believe is in your best interests. We will provide you with information on a broad range of lenders and make a recommendation based upon what you tell us is most important to you. Once you have chosen a loan or lease that is suitable for you, we will help you obtain an approval. We source finance from a panel of financiers. Our current panel comprises the financiers listed below:

### Residential

Adelaide Bank	Bank of Queensland	Credit Union SA	HomeStart	Mortgage Mart	St George
AMP Australia	Bank of Us	Firefighters Mutual Bank	Household Capital	MyState	Suncorp
ANZ Australia	Bank SA	Firstmac	Hume Bank	National Australia Bank	Teachers Mutual Bank
Apollo	BankWest	Go Beyond	ING	Newcastle Permanent	uBank
Assetline Capital	Bendigo Bank Broker	Go Edge	Judo Bank	Oak Capital	UniBank
Australian Financial	Better Choice Home Loans	Go Flexi	Keystart Home Loans	ORDE Financial	Victorian Mortgage Group
Australian Military Bank	Beyond Bank	Granite Homeloans	La Trobe Financial	OwnHome	Virgin Money Australia
Auswide Bank	Bluestone	Great Southern Bank	Liberty	P&N Bank	Wave Money
Bank Australia	Bridgit	Health Professionals Bank	Ma Money	Paramount Mortgage Services	Westpac
Bank First	Brighten	Heartland Bank	Macquarie	People's Choice Credit Union	
Bank of China	Buyers Choice	Hejaz	ME Bank	Pepper Money	
Bank of Melbourne	Commonwealth Bank	Heritage Bank	Mortgage Ezy	Resimac	

### Commercial

ANZ Commercial	Bank SA Commercial	Go Flexi Commercial	Macquarie Commercial	Pallas Capital	St George Commercial
Aquamore	Bendigo Bank Commercial	Granite Commercial	Medfin Finance	Paramount Commercial	Suncorp Commercial/Business
Arch Finance Commercial	Better Choice Commercial	ING Commercial	NI Holdings	Pepper Money Commercial	Westpac Commercial
Assetline Commercial	Commonwealth Commercial	Judo Bank Commercial	NAB Commercial	Prime Capital	
Bank of Melbourne Commercial	Funding	La Trobe Commercial	Oak Capital Commercial	Qualitas Commercial	
Bank of Queensland Commercial	Go Beyond Commercial	Liberty Commercial	ORDE Financial	Scottish Pacific Commercial	

### Asset Finance & Personal Loans

Affordable Car Loans	Branded Financial Services	Judo Bank Asset Finance	MoneyMe Personal Loans	Pepper Money Personal Loans	Westpac Equipment Finance
Alex Bank (PL)	Capital Finance	Latitude Motor	MoneyPlace	Plenti	WISR (PL)
Alex Bank (AF)	CBA Asset Finance	Latitude Personal Loan	MoneyTech	Plenti Auto Finance	WISR (AF)
AMMF	Dynamoney	Liberty Motor Finance	Morris	Resimac Asset Finance	
Angle Finance	Early Pay	Loans Today	NAB Asset Finance	Scottish Pacific Asset Finance	
ANZ Asset Finance	Finance One	Medfin Asset Finance	NOW Finance (PL)	Selfco	
Azora	Firstmac Car Loans	Metro Finance	NOW Finance (AF)	Shift	
Banjo	FlexiCommercial	MoneyMe Autopay	Pepper Asset Finance	Society One	

This section provides details of the 6 most frequently used lenders by the licensee over the last financial year. This is not intended to be a comprehensive list, as there are other lenders on the current panel that may be utilised

<b>Lending Institutions and Financiers</b>	<b>% of loan settled for the previous financial year</b>
1. ANZ Australia	14.09%
2. Westpac	13.49%
3. Commonwealth Bank	9.55%
4. Macquarie	8.97%
5. National Australia Bank	8.74%
6. BankWest	5.21%

The information above is generated based on a full financial year, so in some circumstances a full year's data may not be available. In these instances, the field will be blank or there will be limited information, however you can request further details from your broker.

## Our responsible lending obligations

Under the NCCP Act, we are obliged to ensure that any loan or principal increase to a loan we make and any lease we enter with you is suitable to your needs and objectives. To decide this, we will need to ask you some questions in order to assess whether the loan or lease meets these requirements. The law requires us to:

- Make reasonable enquiries about your requirements and objectives
- Make reasonable enquiries about your financial situation
- Take reasonable steps to verify that financial situation
- In order for us to discharge our obligation in assessing your application for credit assistance, it is important that we have all available, accurate, current and relevant information.
- If you are unable for whatever reason to provide the information required to assess your personal and financial circumstances we may not be in a position to make a recommendation to you.

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 only pay with substantial hardship
- 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.

We must provide you with a copy of our preliminary credit assessment of your application if you ask within 7 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.

If we arrange a loan for you to purchase or refinance real estate, remember you must 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.

## Acting in your Best Interests

### Best Interests Duty

When providing credit assistance, we are obliged to act in your best interests [Best Interests Duty]. This means that any products we recommend to you must be in your best interests, and the reasons for these recommendations will be documented, recorded, and explained and provided to you. In order to ensure your best interests have been met, we will assess what product[s] and what credit assistance will be in your best interests.

This recommendation will include information about why this is in your best interests and how it is aligned to your needs and objectives.

In the case of actual, potential, or perceived conflicts of interest, we will disclose these to you and prioritise your interests ahead of our own in all circumstances. This includes giving priority to your interests in situations where we know, or ought to reasonably know there is a conflict between the interests of you and the interest of ourselves or a third party.

### Fees payable by you

As the licensee, we do not charge you for our services as we are paid commission by the financier. However, our credit representative may charge a fee and you may need to pay the financier's application fee, valuation fees, and other fees. We will communicate any fees when providing you with credit assistance.

### Commissions received by us

We may receive commissions from the lenders and lessors who provide finance for our customers. These are not fees payable by you. The percentage of the commission varies, however generally ranges between 0.60% and 0.75%. We will provide you with full details on the nature and amount of these commissions and you can obtain additional information about this by asking us.

### 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 accord with usual business practice and not payable by you. We will disclose the nature and amount of these and you can obtain additional information about these commissions by asking us.

### Our internal dispute resolution scheme

We hope you are delighted with our services, but if you have any complaints you should first notify your credit assistance provider. If the complaint can't be resolved then please contact our Internal Complaints Officer using the details in the Key Information section above.

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. In cases where your complaint will take longer than 30 days to resolve, we will notify you in writing.

### Our external dispute resolution scheme

If we do not reach an agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution [EDR] Scheme. Our external dispute resolution provider is specified above. 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 obtain details of our privacy policy on request.

### 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 advice before you enter any loan contract.

## Our credit representatives

We have appointed a number of credit representatives to provide services. Details of the credit representative you are dealing with are set out below.

**Credit Representative's Full Name**

Preetinder Singh

**Address**

Clyde VIC 3978, Australia

**Phone**

0451269825

**Credit Representative Number**

557279

This section provides details of the 6 most frequently used lenders by your credit representative over the last financial year. This is not intended to be a comprehensive list, as there are other lenders on the current panel that may be utilised (refer section below)

**Top 6 Lenders - Your Authorised Credit Representative:**

<b>Lending Institutions and Financiers</b>	<b>% of loan settled for the previous financial year</b>
1. Macquarie	23.53%
2. AMP Australia	17.65%
3. Suncorp	17.65%
4. Go Edge	17.65%
5. Go Flexi	11.76%
6. BankWest	5.88%

The number of lenders used in the last financial year is 7\*.

The information above is generated based on a full financial year, so in some circumstances a full year's data may not be available. In these instances, the field will be blank or there will be limited information, however you can request further details from your broker.

**The Money Quest Group P lenders I am accredited with.**

Adelaide Bank	<input checked="" type="checkbox"/>	Bank of Queensland	<input checked="" type="checkbox"/>	Dynamoney (SBL)	<input type="checkbox"/>	Judo Bank Asset Finance	<input checked="" type="checkbox"/>	Mortgage Mart	<input checked="" type="checkbox"/>	Prime Capital	<input type="checkbox"/>
Affordable Car Loans	<input checked="" type="checkbox"/>	Bank of Queensland	<input type="checkbox"/>	Early Pay (AF)	<input type="checkbox"/>	Judo Bank Commercial	<input type="checkbox"/>	Moula (PL)	<input type="checkbox"/>	Prospa	<input type="checkbox"/>
Alex Bank (PL)	<input type="checkbox"/>	Commercial	<input type="checkbox"/>	Early Pay (SBL)	<input type="checkbox"/>	Keystart Home Loans	<input type="checkbox"/>	MyState	<input checked="" type="checkbox"/>	Qualitas Commercial	<input type="checkbox"/>
Alex Bank (AF)	<input type="checkbox"/>	Bank of Us	<input type="checkbox"/>	Finance One (AF)	<input type="checkbox"/>	La Trobe Commercial	<input checked="" type="checkbox"/>	N1 Holdings	<input type="checkbox"/>	Resimac	<input checked="" type="checkbox"/>
Allianz	<input type="checkbox"/>	Bank SA	<input checked="" type="checkbox"/>	Finance One (SBL)	<input type="checkbox"/>	La Trobe Financial	<input checked="" type="checkbox"/>	NAB Asset Finance	<input type="checkbox"/>	Resimac Asset Finance	<input type="checkbox"/>
AMMF	<input type="checkbox"/>	Bank SA Commercial	<input type="checkbox"/>	Firefighters Mutual Bank	<input checked="" type="checkbox"/>	Latitude Motor	<input checked="" type="checkbox"/>	NAB Commercial	<input type="checkbox"/>	Scottish Pacific Asset	<input type="checkbox"/>
AMP Australia	<input checked="" type="checkbox"/>	BankWest	<input checked="" type="checkbox"/>	Firstmac	<input checked="" type="checkbox"/>	Latitude Personal Loan	<input checked="" type="checkbox"/>	National Australia Bank	<input checked="" type="checkbox"/>	Finance	<input type="checkbox"/>
Angle Finance	<input checked="" type="checkbox"/>	Bendigo Bank Broker	<input checked="" type="checkbox"/>	Firstmac Car Loans	<input checked="" type="checkbox"/>	Liberty	<input checked="" type="checkbox"/>	Newcastle Permanent	<input type="checkbox"/>	Scottish Pacific	<input type="checkbox"/>
ANZ Asset Finance	<input type="checkbox"/>	Bendigo Bank	<input type="checkbox"/>	FlexiCommercial	<input type="checkbox"/>	Liberty Commercial	<input type="checkbox"/>	NOW Finance (PL)	<input type="checkbox"/>	Commercial	<input type="checkbox"/>
ANZ Australia	<input checked="" type="checkbox"/>	Commercial	<input type="checkbox"/>	Funding	<input type="checkbox"/>	Liberty Motor Finance	<input type="checkbox"/>	NOW Finance (AF)	<input type="checkbox"/>	Selfco	<input type="checkbox"/>
ANZ Commercial	<input checked="" type="checkbox"/>	Better Choice	<input type="checkbox"/>	Go Beyond	<input checked="" type="checkbox"/>	Lifebroker Pty Ltd	<input type="checkbox"/>	Oak Capital	<input checked="" type="checkbox"/>	Shift (SBL)	<input checked="" type="checkbox"/>
Apollo	<input checked="" type="checkbox"/>	Commercial	<input type="checkbox"/>	Go Beyond	<input type="checkbox"/>	Loans Today	<input type="checkbox"/>	Oak Capital	<input type="checkbox"/>	Shift (AF)	<input checked="" type="checkbox"/>
Aquamore	<input type="checkbox"/>	Better Choice Home	<input type="checkbox"/>	Commercial	<input type="checkbox"/>	Lumi	<input type="checkbox"/>	Commercial	<input type="checkbox"/>	Society One	<input type="checkbox"/>
Arch Finance	<input type="checkbox"/>	Loans	<input type="checkbox"/>	Go Edge	<input checked="" type="checkbox"/>	Ma Money	<input type="checkbox"/>	ORDE Financial (R)	<input checked="" type="checkbox"/>	St George	<input checked="" type="checkbox"/>
Commercial	<input type="checkbox"/>	Beyond Bank	<input type="checkbox"/>	Go Flexi	<input checked="" type="checkbox"/>	Macquarie	<input checked="" type="checkbox"/>	ORDE Financial (C)	<input checked="" type="checkbox"/>	St George Commercial	<input type="checkbox"/>
Assetline Capital	<input type="checkbox"/>	Bizcap	<input type="checkbox"/>	Go Flexi Commercial	<input checked="" type="checkbox"/>	Granite Commercial	<input type="checkbox"/>	OwnHome	<input type="checkbox"/>	Suncorp	<input checked="" type="checkbox"/>
Assetline Commercial	<input checked="" type="checkbox"/>	Bluestone	<input type="checkbox"/>	Granite Homeloans	<input checked="" type="checkbox"/>	Macquarie	<input checked="" type="checkbox"/>	P&N Bank	<input type="checkbox"/>	Commercial	<input type="checkbox"/>
Aust. Life Insurance	<input type="checkbox"/>	Branded Financial Services	<input type="checkbox"/>	Great Southern Bank	<input checked="" type="checkbox"/>	Commercial	<input type="checkbox"/>	Pallas Capital	<input type="checkbox"/>	Teachers Mutual Bank	<input checked="" type="checkbox"/>
Australian Financial	<input checked="" type="checkbox"/>	Bridgit	<input checked="" type="checkbox"/>	Health Professionals Bank	<input checked="" type="checkbox"/>	ME Bank	<input checked="" type="checkbox"/>	Paramount Commercial	<input type="checkbox"/>	uBank	<input checked="" type="checkbox"/>
Australian Military Bank	<input checked="" type="checkbox"/>	Brighten	<input checked="" type="checkbox"/>	Heartland Bank	<input checked="" type="checkbox"/>	Medfin Asset Finance	<input type="checkbox"/>	Paramount Mortgage Services	<input checked="" type="checkbox"/>	UniBank	<input checked="" type="checkbox"/>
Auswide Bank	<input checked="" type="checkbox"/>	Buyers Choice	<input type="checkbox"/>	Hejaz	<input checked="" type="checkbox"/>	Medfin Finance	<input type="checkbox"/>	People's Choice Credit Union	<input checked="" type="checkbox"/>	Victorian Mortgage Group	<input checked="" type="checkbox"/>
Azora	<input type="checkbox"/>	Capital Finance	<input type="checkbox"/>	Heritage Bank	<input checked="" type="checkbox"/>	Medfin Finance	<input type="checkbox"/>	Pepper Asset Finance	<input type="checkbox"/>	Virgin Money Australia	<input type="checkbox"/>
Banjo (AF)	<input checked="" type="checkbox"/>	Comminsure	<input type="checkbox"/>	HomeStart	<input type="checkbox"/>	Metro Finance	<input type="checkbox"/>	Pepper Money	<input checked="" type="checkbox"/>	Wave Money	<input checked="" type="checkbox"/>
Banjo (SBL)	<input type="checkbox"/>	Commonwealth Bank	<input checked="" type="checkbox"/>	Household Capital	<input type="checkbox"/>	MoneyMe Autopay	<input type="checkbox"/>	Pepper Money	<input checked="" type="checkbox"/>	Westpac	<input checked="" type="checkbox"/>
Bank Australia	<input type="checkbox"/>	Commercial	<input type="checkbox"/>	Hume Bank	<input type="checkbox"/>	MoneyMe Personal Loans	<input type="checkbox"/>	Personal Loans	<input type="checkbox"/>	Westpac Commercial	<input type="checkbox"/>
Bank First	<input checked="" type="checkbox"/>	Credit Union SA	<input type="checkbox"/>	ING	<input checked="" type="checkbox"/>	MoneyPlace	<input type="checkbox"/>	Plenti	<input checked="" type="checkbox"/>	Westpac Equipment Finance	<input type="checkbox"/>
Bank of China	<input checked="" type="checkbox"/>	Deposit Assure	<input checked="" type="checkbox"/>	ING Commercial	<input checked="" type="checkbox"/>	MoneyTech (AF)	<input type="checkbox"/>	Plenti Auto Finance	<input checked="" type="checkbox"/>	WISR (PL)	<input type="checkbox"/>
Bank of Melbourne	<input checked="" type="checkbox"/>	Deposit Power	<input checked="" type="checkbox"/>	Judo Bank	<input checked="" type="checkbox"/>	MoneyTech (SBL)	<input type="checkbox"/>	Plenti	<input checked="" type="checkbox"/>	WISR (AF)	<input type="checkbox"/>
Bank of Melbourne	<input type="checkbox"/>	Dynamoney (AF)	<input checked="" type="checkbox"/>	Mortgage Ezy	<input type="checkbox"/>	Morris	<input type="checkbox"/>				

<b>Commission received by us</b>	Your credit representative may receive all or part of the commissions and fees referred to above directly or indirectly from the licensee. You can obtain information from them about a reasonable estimate of those commissions and how the commission is worked out.
<b>Other benefits</b>	Your credit representative must maintain a centralised register recording all forms of gifts, hospitality and other related remuneration. It is available to you upon request.
<b>Tiered Services</b>	Your credit representative may have access to tiered servicing arrangement with certain credit providers. A tiered servicing arrangement provides non-monetary benefits such as providing preferential service which can assist your credit representative in achieving better outcomes for you. Examples include faster reviews by lender credit analysts and/or application turnaround times. The list of any tiered servicing arrangements they have is available on request. Where your credit representative makes a recommendation to a lender with whom they have one of these arrangements, this will be disclosed to you.
<b>Fees payable by you</b>	Your credit representative may charge a fee for their services. More details about the fees payable by you will be set out in a Quote and Proposal document which they will give you before a finance application is lodged. You may obtain from them information about how these fees and charges are worked out and a reasonable estimate of those fees.
<b>External Dispute Resolution Scheme Contact Details</b>	Australian Financial Complaints Authority Online: <a href="http://www.afca.org.au">www.afca.org.au</a> Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a> Telephone: 1800 931 678 (free call) Mail: GPO Box 3, Melbourne Vic 3001
<b>National Debt Helpline</b>	If you're having difficulties managing your debts you can seek free assistance from the National Debt Helpline on 1800 007 007 or via the website <a href="http://ndh.org.au">ndh.org.au</a>

## 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.