

Credit Guide

KEY INFORMATION

Corporate Credit Representative	Zen Finance Pty Ltd A.C.N. 605 488 944
Australian Credit License Holder	Zen Finance Pty Ltd ACN 605488944 Australian Credit Licence Number: 512272 5B Lloyd Street, Knoxfield, VIC 3180 Tel: 0438811883
Key Person of License Holder	Pandurang Maruti
External Dispute Resolution Provider	Australian Financial Complaints Authority Phone: 1800 931 678 www.afca.org.au

This document provides you with information relating to our activities and those of our credit representatives. It contains information about various fees and charges that may be payable by you to us, as well as about certain commissions we may receive from a licensee when we are acting as a credit representative, or we pay to certain third parties. It also contains information about what you should do if you have a complaint or dispute in connection with our services as a credit representative.

SERVICES PROVIDED

We will assist you in making the choice of a loan or lease that is suitable for your purposes.

We will provide you with information on a broad range of finance providers and loan products. Once you have chosen a loan or lease that is suitable for you, we will assist in obtaining approval for the finance. We source finance products from a panel of finance providers.

Among the 40+ lenders we deal with, the top 6 lenders to which we introduced borrowers are:

1. Westpac Bank
2. ANZ Bank
3. BankWest
4. CBA
5. Resimac
6. Citibank

INFORMATION REQUIRED FROM YOU

Under the Act, we are obliged to make sure that any loan, or principal increase to a loan, or lease that we assist you to obtain is not unsuitable for you. We will need to ask you a series of questions to make this assessment. The law requires us to:

- Make reasonable enquiries about your borrowing objectives and requirements;
- Make reasonable enquiries about your financial situation; and
- Take reasonable steps to verify the details of your financial situation.

Credit will be unsuitable if, at the time of making the assessment, it is likely that, at the time the recommended loan or lease is made:

- You cannot afford to repay the loan or lease or can afford to repay it only with substantial hardship; or
- The loan or lease does not meet your borrowing objectives and/or requirements.

For these reasons, we must ask you to provide us with a significant amount of information, much of which we will need to verify. It is therefore very important that the information you provide to us is accurate and complete.

If we provide you with credit assistance, we are required to provide you, upon your request, a copy of our preliminary credit assessment for up to seven years after the date of the assistance.

INFORMATION PROVIDED BY US

We do not provide financial or legal advice. It is important to understand your legal obligations under a proposed loan or lease and the financial consequences imposed by the debt. If you have any doubts, you should obtain independent financial and legal advice before you enter into any finance contract.

We do not make any representations about the current value of any real estate you finance through us, or the future prospects of its value. You should always rely upon your own enquiries.

FEES PAYABLE BY YOU

We may charge you for our services if you apply for a home loan, an investment property loan, a personal loan or a lease. If a fee is to be charged, this will be disclosed to you in a Credit Quote which will be provided to you before applying for finance.

You may need to pay fees to the finance provider as part of the application process. These will be detailed in a Credit Proposal Disclosure Document that we will provide to you before applying for finance.

You may have to pay other fees and charges (such as an application fees, valuation fees and other fees) to the lender, lessor or other parties. You should review the disclosure documents and your loan contract or lease for further details of any such fees and charges.

COMMISSIONS RECEIVED BY US

We may receive commissions from the finance provider that provides your loan or lease. These are not fees payable by you. Further details of the commission earned by us will be provided in the Credit Proposal Disclosure Document that we will provide to you before applying for finance.

We may receive additional commissions or bonuses from finance providers relating to the volume of finance that we arrange. Such payments are dependent upon a number of factors and cannot be quantified at this point.

COMMISSIONS AND FEES PAYABLE BY US

Referrals from a broad range of sources are sourced by us and our representatives. For example, we or our representatives may pay commissions or fees to call centre companies, real estate agents, accountants, solicitors or other businesses for referring you to us. These are not fees payable by you. Any referral fee or commission paid in relation to your referral will be disclosed in the Credit Proposal Disclosure Document that will be given to you before applying for finance.

DISPUTES OR COMPLAINTS

OUR INTERNAL DISPUTE RESOLUTION PROCESS

We hope that you are delighted with our services. However, if you have any complaints, you can raise these directly with the representative with whom you are dealing. If you are not satisfied with the response that you receive, you may contact our Compliance Manager, by telephoning +61-4-38811883 or email dispute@zenfinance.com.au

When we receive a complaint, we attempt to resolve it as quickly as possible, subject to a full investigation of all the circumstances involved. Our Complaints Area will acknowledge receipt of your complaint within five business days. If unable to resolve the complaint/dispute to your satisfaction within five business days, they will write to you advising the procedures we will follow in investigating and handling your complaint.

Within 45 calendar days from the date you lodged the complaint with us, we will write to you advising you the outcome of the investigation and the reason/s for our decision, or if required, we will inform you more time is needed to complete the investigation.

OUR EXTERNAL DISPUTE RESOLUTION SCHEME

If you are not satisfied with the outcome of your complaint, you may refer the matter to an ASIC approved External Dispute Resolution Scheme. External dispute resolution is a service provided at no cost to you, giving you access to an independent mechanism for the resolution of specific complaints or disputes.

Our external dispute resolution service provider is the Credit and Investments Ombudsman Limited, which can be contacted via:

Telephone: 1800 931 678

Online complaint form: <https://afca.org.au/make-a-complaint/complain/>

Website: <https://www.afca.org.au>

Email: info@afca.org.au

Mail: GPO Box 3, Melbourne, VIC 3001

Fax: 03 96136399