

## Credit Guide

**Credit Assistance Provider:** WhiteStar Finance Pty Ltd ABN 13 085 123 539

**Australian Credit Licence Number:** 383519

**Address:** Ground Floor, 88 Ricketts Road, Mount Waverley, Victoria 3149

**Telephone:** 1300 652 842

### **Services we provide**

We will help you choose a loan which is not unsuitable for your purposes.

### **Fees Payable by you to the Licencee:**

We sometimes charge a fee for our service. 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.

### **Fees to others:**

You understand that you will be liable to a credit provider (or valuer) for valuation fees and to a credit provider for any processing and/or legal fees incurred. A valuation fee is unlikely to be more than \$350.00 per security (if higher you will be advised prior) and processing and/or the lenders legal fees which are unlikely to be more than \$600 per security.

### **Our Panel of Lenders:**

We source loans from a panel of lenders. 6 of our most commonly used lenders are listed below:

Subject to meeting the lender's credit criteria, we are able to obtain credit for you from these lenders. These lenders do not necessarily represent all the lenders who offer credit of the nature you seek.

ANZ, AMP Banking, Bank of Melbourne, Bankwest, Pepper Money, Macquarie Home Loans

### **Our Obligation to you:**

We are obliged to conduct an assessment to ensure that the proposed credit contract is not unsuitable for you. To undertake this assessment we must a) make reasonable inquiries about your requirements and objectives, b) make reasonable inquiries about your financial situation and c) take reasonable steps to verify your financial information.

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. We are not permitted to provide credit assistance to an applicant by suggesting you enter into a particular credit contract with a particular credit provider or suggest that you apply for an increase in your credit limit if the contract will be unsuitable for you, either if you could not pay or could only pay with substantial hardship or the contract will not meet your requirements or objectives.

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 obtain a valuation, that is for our own use and you should not rely on it.

**Commissions received by us:**

We receive commissions from the financiers who provide the 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.

**How we aim to resolve disputes:**

If we make a mistake or our service does not meet your expectations, we want to know. Our Customer Service team is your first point of contact for raising concerns. Talk to our staff and they will do their best to solve your problem. We aim to solve the majority of complaints within 5 business days. If your complaint will take longer we will update you progressively.

Where a complaint cannot be resolved to your satisfaction, we may need to collect some information in order for the Supervisor or Complaints Officer to properly investigate the complaint. We will ask you to provide the details to us in writing. Complaints will be fully investigated by our dedicated Complaints Officer and a decision made on the matter. Complaints which are not resolved to the satisfaction of the client become disputes.

You can contact the Complaints Officer as follows:

The Complaints Officer

WhiteStar Group

Ground Floor, 88 Ricketts Road, Mount Waverley, Victoria 3149

Telephone: 03 8514 4200, Fax : 03 8514 4266, Email: [info@whitestar.com.au](mailto:info@whitestar.com.au)

Via Web [www.whitestar.com.au](http://www.whitestar.com.au) go to the “contact us” form.

**If we cannot resolve your concern**

WhiteStar Finance, it's employees and it's Appointed Credit Representatives are members of an External Dispute Resolution Service. If you are still not satisfied with the outcome of your complaint you can contact the The Financial Ombudsman Service (FOS) for an independent review of your complaint.

Financial Ombudsman Service Limited

Telephone: 1800 367 287

GPO Box 3

Melbourne VIC 3001

(Australia)

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

Internet: <http://www.fos.org.au>

## **Privacy Act**

I/we hereby authorise and request WhiteStar Finance at its discretion to provide or obtain any of my/our information to/from its related or affiliated entities and/or any contracted third parties or insurance institutions.

## **Consent**

I/we request courtesy calls from Whitestar Finance and Scenario Centre and or associated companies from time to time, at your discretion, to review our loan and to let us know of any new products or facilities which may be to our benefit. This consent shall continue for an indefinite period.

## **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 and financial advice BEFORE entering into any loan contracts.

WhiteStar Property Investment Pty Ltd (ABN 98 101 515 842) is a related company to WhiteStar Finance Pty Ltd (ABN 13 085 123 539). WhiteStar Finance Pty Ltd complies with the responsible lending conduct obligations of the National Consumer Credit Protection Act 2009. Any credit assistance offered by WhiteStar Finance is carried out under the responsible lending guidelines. WhiteStar Finance will not be influenced by a borrower's decision to purchase property through WhiteStar Property Investment, whether or not the borrower sought credit assistance specifically for the purpose of purchasing property through WhiteStar Property Investment. If you choose to purchase property through WhiteStar Property Investment you are under no obligation to use WhiteStar Finance for the purpose of seeking credit for that purchase, any other purchase, or any other reason.

**Date: 12-10-2017**

