



CREDIT GUIDE & PRIVACY CONSENT FORM

KEY INFORMATION

Our Full Name	Folio Finance Pty Ltd (ACN114602407)
Address	19/209 Toorak Road, South Yarra 3141
Phone and Email	0390971808
Australian Credit Licence Number	384771
Internal Complaints Officer	Con Katsiouras 0390971808 con@foliofinance.com.au
External Dispute Resolution Scheme	Credit and Investments Ombudsman www.cio.org.au 1800138422

Australian Credit Licence Holder

Folio Finance Pty Ltd (Folio Finance) holds an Australian Credit Licence 384771. We are licensed to provide loans and leases under the National Consumer Credit Protection Act 2009 (NCCP Act).

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.

WHAT IS CREDIT ASSISTANCE?

We give you credit assistance when:

- ≡ we assist you to apply for a particular loan or lease;
- ≡ we suggest you apply for a particular loan or lease (or suggest you apply for an increase to an existing loan); or
- ≡ we suggest you remain in your current loan or lease,

BEFORE GIVING YOU CREDIT ASSISTANCE

Before we provide credit assistance to you, we assess whether the particular loan or lease is suitable for you. To do this, we need to make reasonable inquiries and verify that:

- ≡ the loan or lease or increase will meet your requirements and objectives; and
- ≡ you can meet the proposed repayments.

We won't be able to give you credit assistance if our assessment shows that:

- ≡ you won't be able to meet the proposed repayments without substantial hardship; or
- ≡ the loan or lease won't meet your requirements or objectives.

GETTING A COPY OF OUR ASSESSMENT

If we provide you with credit assistance, you can ask us for a copy of our assessment any time up to 7 years after we provide you with a credit assistance quote. To request a copy please contact us. We will provide you with a copy:

- ≡ within 7 business days after the day we receive your request – provided you make the request within 2 years of the date of our credit assistance quote; or
- ≡ otherwise, within 21 business days after the day we receive your request.

INFORMATION ABOUT THE LICENSEE AND ITS CREDIT REPRESENTATIVES

Folio Finance Pty Ltd holds an Australian Credit Licence. We are licenced to engage in credit activities including providing credit assistance.

Subject to meeting credit criteria, we are able to assist you to obtain loans and leases for you from a broad range of lenders and lessors through our Broker Group. Our Broker Group does not require us to recommend any particular lender nor do they set any quotas or obligations on us, relating to recommending any particular lender.

The Broker Group's panel of lenders includes a number of lenders and loan distributors that are part of the National Australia Bank Group. These include National Australia Bank Ltd and PLAN Lending Pty Ltd.

The following are the lenders or lessors with whom we generally conduct the most business:

ANZ Bank , NAB, Westpac, Latrobe, PLAN Lending , Bankwest ,

FEES PAYABLE IN RELATION TO ACTING AS A CREDIT REPRESENTATIVE

We may receive remuneration from our Broker Group and do not charge you any fees or charges in relation to acting as a credit representative.

OTHER FEES AND CHARGES

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

COMMISSIONS WE RECEIVE FROM OUR BROKER GROUP

Our Broker Group acts as our agent to receive commissions from lenders and lessors and to pay us commission in relation to loan contracts or leases for which we draw. The total amount of commission we may receive in relation to your loan or lease may vary depending on the lender or lessor, the term, the features, the amount of the loan or lease you ultimately choose and the amount and timing of the repayments that you make.

Upfront commission payable by lenders in relation to home loans and investment property loans is calculated as a percentage of the loan amount and is generally in the range of 0.55% and 0.75% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by lenders in relation to home loans and investment property loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. The trail commission payable by lenders is generally in the range of 0.15% per annum and 0.25% per annum of the outstanding loan amount.

Upfront commission payable by lessors in relation to leases is calculated as a percentage of the lease amount and is generally in the range of 1 -2% of the lease amount. It is usually paid after settlement of the lease.

Trail commission is generally not payable in relation to leases.

Further details of the commission earned by us will be included in the credit proposal disclosure document we will provide to you at the same time as we provide you with credit assistance.

You can request information from us about the fees that we are likely to receive, how those fees are calculated, and our reasonable estimate of the fees or commissions that will be payable.

VOLUME BONUS ARRANGEMENTS

From time to time we or our Broker Group may receive a benefit, directly by way of cash bonus or additional commissions or indirectly by way of training, professional development days or sponsorship, if we or our Broker Group write a particular volume of loans offered by those lenders.

COMMISSIONS PAYABLE BY US

If a third party has introduced you to us or referred you to us, we may pay them a commission or a fee. If this is the case, all / any fees will be clearly set out in the credit proposal document that you will be provided with before you agree to any loan.

DISPUTES OR COMPLAINTS

WHAT TO DO IF YOU HAVE A DISPUTE OR COMPLAINT?

We are committed to providing our customers with the best possible service. If at any time we have not met our obligations – or you have a complaint about any of our services – please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly.

HOW TO MAKE A COMPLAINT AND THE COMPLAINTS PROCESS?

If you have a complaint, we request you follow these steps:

In the first instance, please contact your Con Katsiouras on 0390971808 or con@foliofinance.com.au
If you are not satisfied with your outcome you can contact our external dispute resolution service, the Credit and Investments Ombudsman, which can be contacted via:

- ☐ Telephone: 1800 138 422
- ☐ Online complaint form: <http://www.cio.org.au/complaint-resolution/making-a-complaint/>
- ☐ Website: <http://www.cio.org.au/>
- ☐ Mail: PO Box A252, Sydney South NSW 1235
- ☐ Fax: 02 9273 8440

THIRD PARTY PRODUCTS OR SERVICES

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contact the relevant third party. They will deal with your complaint under their complaints resolution process.

If you are not satisfied with the resolution of your complaint by the third party under their complaints resolution process, you are entitled to have your dispute considered by their External Dispute Resolution Scheme. Please contact the third party for further details.

PRIVACY CONSENT

We need to collect personal information about you to provide you with our broking & related services. This privacy statement tells you how we collect your information, what we use the information for and who we share the information with. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

How information is collected from you

We will collect your information from you directly whenever we can. We may verify that information from sources referred to in the responses to those enquiries or in this privacy statement.

How information is collected from other sources.

Sometimes we will collect information about you from other sources as the Privacy Act 1988 permits. We will do this only if it's reasonably necessary to do so, for example, where:

- ☐ we collect information from third parties about a loan or lease in relation to which you seek our services;
- ☐ we can't get hold of you and we rely on public information (for example, from public registers or social media) or made available by third parties to update your contact details; or
- ☐ we exchange information with your legal or financial advisers or other representatives.

When the law authorises or requires collection of information.

Some law may require us to collect personal information about you. For example, we may require your information to verify your identity under Australian Anti-Money Laundering law.

How your information may be used.

We may use your information for purposes including:

- ≡ giving you credit assistance;
- ≡ giving you information about loan products or related services including help, guidance and advice;
- ≡ considering whether you are eligible for a loan or lease or any related service you requested including identifying or verifying you or your authority to act on behalf of a customer;
- ≡ assisting you to prepare an application for a lease or a loan;
- ≡ administering services we provide, for example, to answer requests or deal with complaints;
- ≡ administering payments we receive, or any payments we make, relating to your loan or lease;
- ≡ telling you about other products or services we make available and that may be of interest to you, unless you tell us not to;
- ≡ identifying opportunities to improve our service to you and improving our service to you;
- ≡ telling you about other suppliers, with whom we have arrangements, that supply goods or services that may be of interest to you;
- ≡ allowing us to run our business efficiently and perform general administrative tasks;
- ≡ preventing or investigating any fraud or crime or any suspected fraud or crime;
- ≡ as required by law, regulation or codes binding us; and
- ≡ any purpose to which you have consented.

You can let us know at any time if you no longer wish to receive direct marketing offers from us. We will process your request as soon as practicable.

What happens if you don't provide information?

If you don't provide your information to us, it may not be possible to:

- ≡ assist in finding a loan or lease relevant to your circumstances;
- ≡ verify your identity or protect against fraud; or
- ≡ let you know about products or services that might be suitable for your financial needs.

Sharing Your Information

General

We may use and share your information with other organisations for any purpose described above.

We may share your information with:

- ≡ your representative or any person acting on your behalf (for example, lawyers, settlement agents, accountants or real estate agents); and
- ≡ your referees, like your employer, to confirm details about you.

Sharing with third parties

We may share your information with third parties in relation to services we provide to you or goods or services in which we reasonably consider you may be interested. Those third parties may include:

We may share your information with contractors located overseas in India who provide services to our business to assist its day-to-day operations. These contractors will require access to your information for purposes related to the service we provide you such as data entry and independent auditing of our work. By signing this Privacy Consent Form you will lose the right to any protection under the Privacy Act for any loss or breach of privacy caused by an overseas party.

We may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country your information may be held.

Information about other people

If you give information to us about another person (like your co-applicant) in relation to the services we provide, you will let that other person know that:

- ≡ we have collected their information to provide those services or for any other purpose set out in this privacy notice;
- ≡ we may exchange this information with other organisations set out in this privacy notice;
- ≡ we handle their personal information in the way set out in our Privacy Policy and this privacy notice and they can:
 - ≡ access or request a copy of that privacy policy or this privacy notice; or
 - ≡ access the information we hold about that other person,

by using our contact details above; and

we may not be able to provide those services to you unless we obtain their information

By signing the below, I / We acknowledge and agree to the following :

I / We have received a copy and read Folio Finances Credit Guide,

I / We have received a copy and read Folio Finances Privacy Statement,

Signed Borrower/ Guarantor

Signed Borrower/ Guarantor

On behalf of company

On behalf of company