

## **This is the Credit Guide of:**

### **National Mortgage Brokers Pty Ltd**

ACN 093 874 376 ("we/us/the licensee") Australian Credit Licence: 391209

This document provides information about the services we and our Credit Representative provide.

We are licensed to arrange loans and leases under the National Consumer Credit Protection Act 2009 (National Credit Act). We do so by using the experienced services of the Credit Representative named in this Credit Guide (our Credit Representative).

## **What Credit Services we offer**

We will provide you with information on a broad range of financiers and products. Once you have chosen a loan or lease that is suitable for you, our Credit Representative can help you obtain an approval.

We offer a broad range of loan products including:

- Residential, Investment and Commercial Loans
- Personal Loans
- Line of Credit, Credit Cards and Credit Facilities
- Equipment Finance

Set out at the end of this Credit Guide is a list of the financiers with whom we currently conduct the most business.

## **Our obligations when assisting you to obtain credit**

Under the National Credit Act we are obliged to make a preliminary assessment to ensure that any loan or principal increase to a loan we assist you in applying for and any lease you apply for is not unsuitable for you. To decide this, our Credit Representative will need to ask you some questions in order to assess that the loan or lease is not unsuitable. The National Credit Act requires us

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

Credit will be unsuitable if, at the time we make our assessment, we form the view it is likely that at the time the credit is provided:

- You will not be able to pay or could only pay with substantial hardship; or
- The credit will not meet your requirements or objectives.

For this reason our Credit Representative must ask you to provide a significant amount of information. It is important that the information you provide to us is accurate.

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 lender's use and you should not rely on it.

## **You will receive a copy of the Credit Assessment**

You will receive a written copy of our credit proposal, which will include a summary of the inquiries we made and the factual information we relied on.

If misplaced, you may ask for a copy of this assessment up to 7 years after the time we assist you.

Our Credit Representative will provide you with our assessment within 7 business days if you ask for a copy within 2 years from the date you are assisted

You also have other rights to access personal information we collect about you under the provisions of the Privacy Act 1988 (Cth). Please refer to our privacy policy which is available at our website or by contacting this office.

## Fees Payable by you

Our Credit Representative may charge a fee for the services provided to you. If a fee is payable, details of the fee will be set out in a Credit Quote which they will give to you. You can obtain details of how any fees and charges payable by you are worked out by contacting us or the Credit Representative.

## 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.** You can obtain from us an estimate of the commission likely to be received by us and how it is worked out by contacting us. Further details of the commission earned by us and how we share it with our Credit Representative will also be set out in the fees and commission disclosure document we will provide to you before applying for finance.

Our Suppliers, may provide non-monetary incentives by way of gifts or by invitation to attend events. These are classified as Alternative Forms of Remuneration which are recorded details of on our Alternative Forms of Remunerations Register, including the value, or best estimate of the value. The Alternative Forms of Remuneration Register relevant to you can be made available to you upon request. Additionally, the Suppliers may keep a register of these benefits and you may obtain a copy of the register directly from them.

## Commissions payable by us

We and our Credit Representative source referrals from a broad range of resources. For example, referrals may be received from finance brokers, real estate agents, accountants, financial planners, lawyers and call centre companies.

We and our Credit Representative may pay our referral source a commission for the referral of business.

You may obtain from us or our Credit Representative an estimate of the amount of commission payable and how it is worked out by contacting us.

## Dispute Resolution Procedures

### How we aim to resolve complaints and disputes.

We have an Internal Dispute Resolution (IDR) process and are also a member of an independent External Dispute Resolution Scheme (EDRS).

Our dispute resolution system covers complaints by persons to whom we or our Credit Representative provide credit assistance. If you have any complaints about the services, contact us. We aim to resolve the majority of complaints within five (5) business days. If we believe it may take longer than this to resolve your complaint or to investigate the matter thoroughly, we will keep you informed of the progress.

Complaints can be made in writing (letter or email) or verbally (telephone or personal representation) and will be referred to our complaints officer for response.

Our complaints officer is **Kon Avramidis**  
National Mortgage Brokers Pty Ltd  
Level 5, 535 Bourke Street MELBOURNE VIC 3000  
Phone 1300 668 662  
Email [compliance@nmb.com.au](mailto:compliance@nmb.com.au)

In many cases, using our IDR procedures will lead to a successful resolution. However if we are unable to resolve your problem, you may contact our External Dispute Resolution Scheme (EDRS) provider.

EDRS is a free service established to provide you with an independent mechanism to resolve specific complaints.

Our EDRS provider is: **Australian Financial Complaints Authority**  
and may be contacted at:  
Mail GPO Box 3, MELBOURNE VIC 3000  
Phone 1800 931 678  
Web [www.afca.org.au](http://www.afca.org.au)

## Our Credit Representatives

Details of the credit representative you are dealing with are set out below:

<b>Corporate Credit Representative:</b>	<b>Mobile Mortgage Solutions Pty Ltd</b>
<b>Credit Representative Number:</b>	<b>393181</b>
<b>Credit Representative:</b>	<b>Neil Loveless</b>
<b>Credit Representative Number:</b>	<b>393182</b>
<b>Address:</b>	4 Karen Court VERMONT SOUTH VIC 3133
<b>Phone:</b>	03 9017 3700
<b>Email:</b>	neil@mmsols.com.au
<b>External Dispute Resolution Scheme</b>	Australian Financial Complaints Authority
	<b>Phone:</b> 1800 931 678
	<b>Web:</b> www.afca.org.au

Our Credit Representative has access to a panel of financiers through National Mortgage Brokers Pty Ltd. National Mortgage Brokers is a fully-owned subsidiary of Liberty Financial Pty Ltd (ACN 077 248 983/Australian Credit Licence 286596). Our Credit Representative may have access to products including those from Liberty Financial.

The information specified in this Credit Guide applies to our Credit Representative. In particular, our Credit Representative shares in the commissions and fees received by us. You can contact us to obtain details of how these commissions are worked out and an estimate of the amount of commission payable.

Our Credit Representative may have access to preferential service arrangements with some of the credit providers. These arrangements may include faster processing times and greater levels of assistance when applying for approval of your loan. Our Credit Representative will advise you of any preferential service arrangements as part of their recommendation to you.

### Licencee's Top Six Financiers

Details of the six financiers with whom the Licencee currently conducts most of its business are:

**ANZ**

**Bank of Melbourne**

**Bankwest**

**Commonwealth Bank**

**Macquarie Bank**

**NAB**

### Credit Representative's Financiers

Details of financiers with whom your Credit Representative currently conducts their business with are:

<b>Pepper</b>	<b>31%</b>
<b>My State Bank</b>	<b>30%</b>
<b>Bank of Melbourne</b>	<b>18%</b>
<b>ANZ</b>	<b>8%</b>
<b>Commonwealth Bank</b>	<b>8%</b>
<b>Macquarie Bank</b>	<b>5%</b>

### Updating this Credit Guide

All details are current as the date of this Credit Guide. We publish minor changes and will update the Credit Guide if there are any material changes adverse to borrowers.

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or view us at [www.nmb.com.au](http://www.nmb.com.au)