

CREDIT GUIDE

AUSTRALIAN SCHOLARSHIPS GROUP FRIENDLY SOCIETY LIMITED

This is the Credit Guide of Australian Scholarships Group Friendly Society Limited (ASG)
ABN: 21 087 64 879 AUSTRALIAN CREDIT LICENCE: 236665

What Credit products we offer

We offer a full range of loans secured by mortgage over property including:

- Home Loans;
- Residential Investment Loans

Our obligations before providing credit to you

We are prohibited by law from providing credit that is unsuitable for you.

This means that before we provide you credit, we must make an assessment that:

- You can meet your financial obligations under the credit contract without substantial hardship; and
- The credit meets your requirements and objectives.

To help us make this assessment we will:

- Make inquiries about your financial situation and requirements and objectives that we believe are relevant to the credit you are applying for;
- Take reasonable steps to verify your financial information – for example asking for evidence of your income; and
- Use this information to determine whether the credit is unsuitable for you.

Your right to receive a copy of the Credit Assessment

You can ask for a written copy of our assessment, which will include a summary of the inquiries we made and the factual information we relied on.

You can ask for this assessment either before you decide to accept an offer of credit or up to 7 years after you enter into the credit contract (or accept a limit increase). However, we are not required to provide you with an assessment when your application is declined or if you decide not to proceed with any credit limit increase.

We will provide you with the assessment within 7 business days if you accepted the credit less than 2 years from your request. Otherwise, we will provide the assessment within 21 business days.

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 www.asg.com.au

Dispute Resolution Procedures

How we aim to resolve complaints and disputes.

ASG has an Internal Dispute Resolution (IDR) process and is also a member of an independent External Dispute Resolution Scheme (EDRS).

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

Joydeep Chakravarti

t. (03) 9563 3929

e. homeloans@asg.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 EDRS.

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

Our EDRS provider is:

Financial Ombudsman Service and may be contacted at:

Mail: GPO Box 3, MELBOURNE VIC 3001

Phone: 1300 780 808

Fax: 03 9613 6399

Email: info@fos.gov.au

Web: www.fos.org.au

Updating this Credit Guide

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

For more information contact us on:

t. (03) 9563 3929

f. (03) 9563 4781

e. homeloans@asg.com.au

or view us at www.asg.com.au/homeloans