



## **Combined Credit Guide, Credit Quote and Privacy Policy**

This Credit Guide and quote provides you with the key information that you need to know to make an informed and confident choice when engaging our products and services.

This Credit Guide summarizes our goals and standards, offerings, fees, and commissions. Please don't hesitate to ask if you need more information or clarification.

### **Who are we:**

<b>Company name</b>	: New Choice Car Loans Pty Ltd
<b>ABN</b>	: 24 616 320 784
<b>ACN</b>	: 616 320 784
<b>Phone Number</b>	: 1300 853 450
<b>Fax Number</b>	: 1300 853 742
<b>Address</b>	: 7 Poppy Way, Piara Waters WA 6112
<b>Website</b>	: <a href="http://www.newchoicecarloans.com.au">www.newchoicecarloans.com.au</a>
<b>E-mail</b>	: <a href="mailto:info@newchoicecarloans.com.au">info@newchoicecarloans.com.au</a>
<b>ACL</b>	: 494494

### **Overview**

We hold the necessary broking experience and qualifications in accordance with the National Consumer Credit Protection Act, 2009 to provide you with assistance. We are required to meet specific competency standards relating to educational and professional development. You can be confident that we are held accountable to not only our organization's high ethical standards / values, but also have a responsibility to maintain the regulatory standards that are set by both Commonwealth and State governments.

Our mission is to ensure we offer our clients the best service and most appropriate products to suit their individual needs through our professionalism and attention to detail. Ultimately, our goal is to ensure applicants are provided with a loan that meets their objectives and is not unsuitable for their requirements.

We will listen to your needs and your instructions, ensuring that there is collaborative agreement through each step of the finance application process.

Our relationships and alliances with likeminded quality organizations ensure we are positioned to offer the best quality service as well as offering complementary financial services where appropriate.

### **Suitability of Loans to Your Financial Objectives**

By law, before entering into a specific credit contract, we are obliged to conduct a Preliminary Credit Assessment to determine what kind of loans would be not unsuitable for you. In consultation with you, we will explore and discuss with you your financial situation, financial objectives and borrowing needs.

For the purposes of the Preliminary Credit Assessment, we will need to ask you some questions in order to assess whether the loan or lease is not unsuitable. The law requires us to:

- make reasonable inquiries about your requirements and objectives;
- make reasonable inquiries about your financial situation; and
- Take reasonable steps to verify that financial situation.

The assessment will be conducted prior to recommendation of a particular product. The assessment will involve collection and verification of financial information to determine the appropriate loan amount and the loan costs associated with entering a credit contract. This will ensure that your circumstances will be assessed appropriately and that the options suggested will not place you in financial hardship. Once completed, this Preliminary Credit Assessment is only valid for 90 days. A copy of the Preliminary Credit Assessment will be available to you, on request - this will be available up to 7 years after we provide you with credit assistance

Prior to the Preliminary Credit Assessment being conducted, we may provide you with Product summaries that highlight various key features and benefits of the product. We may also provide you with Product Comparison documents that allow you to compare the features and benefits of each product and assess the suitability to your requirements.

### Lender and Products

<b>Lenders available</b>	We aim to provide you with information from a range of lenders and products / loans. Once you have chosen a loan that is suitable for you, we will assist you in submitting your application for an approval.
<b>Commonly used lenders</b>	The list below documents the 6 most commonly used Lenders by us. This does not necessarily reflect all of the financial institutions that we are able to conduct business through.
	<b>Financial Institutions</b>
	ANZ
	Pepper Asset Finance
	Macquarie Leasing
	Liberty Financial
	Latitude Financial Services Now Finance Green light Auto Finance Sovereign Credit

## Fees, Charges, Commission and Disclosures

<b>Fees payable by you to third parties</b>	When the credit application (loan) is submitted, you may need to pay the lender's application fee, valuation fees, or other fees that are associated with the loan application process. If the loan application is unsuccessful we do not charge you any fee.
<b>Fees payable by you to the licensee</b>	If a fee is payable by you, this will be disclosed in pre contractual documents that will be provided to you. We charge a fee for the services we provide. The maximum fee that we will charge will be \$990.00. This fee can be financed in your loan amount if the loan was to go ahead. This amount will again be disclosed in our pre-contractual documents that will be provided to you. If your loan application is not approved there will be no fee payable by you.
<b>Payments received by the licensee</b>	Please take notice that we may receive fees, commissions, or financial rewards from Lenders or Lessors in connection with any finance we arrange for you. These fees are not payable by you. These fees could be paid to us upfront (up to 10% of the finance amount), as a Trail (paid during the finance term) or as a volume bonus. The commission / brokerage depend on the amount of the finance and may vary from product to product.
<b>Fees payable by the licensee to third parties</b>	We may pay fees to call center companies, real estate agents, accountants, or lawyers and others for referring you to us. These referral fees are generally small amounts in accordance with usual business practice. These are not fees payable by you. On request you can obtain a reasonable estimate of the amount of the fee and how it is worked out. This will also be provided for your acceptance prior to your application being submitted.  From time to time, we may also remunerate other parties through payments, rewards or benefits.
<b>Other disclosures, benefits or interests</b>	

## Complaints

Irrespective of our status as a licensee, representative or credit representative, our reputation is built on matching the appropriate product(s) to the individual's requirements.

We go to great lengths to ensure satisfaction with our services and offerings, however there may be instances from time to time, where applicants may be dissatisfied with the outcomes of our consultation process. If you have a complaint about the service that we provide, the following steps or avenues for resolution are available to you.

### Step 1

Most complaints arise from miscommunication and can usually be fixed quickly. So, please contact us on (phone number) first to speak to your broker and express about your concerns.

### Step 2

If the issue is not satisfactorily resolved within 5 working days by talking with your broker, we will apply our internal complaints process to manage your complaint appropriately. In this instance, the complaint will be internally escalated to our Complaints Officer. You may also contact the Complaints Officer directly.

## Complaints Officer

<b>Name</b>	Complaints Officer New Choice Car Loans
<b>Phone</b>	1300 853 450
<b>Email</b>	info@newchoicecarloans.com.au
<b>Address</b>	7 Poppy way, Piara Waters WA 6112

**Note:** In some instances your broker may also be fulfilling the role of the Complaints Officer. This will not affect the capacity to have your complaint dealt with appropriately. By using our internal complaints process we hope to assist you to resolve your complaint quickly and fairly. The maximum timeframe in which to provide a written response to you is 45 days, although in pursuit of best practice and the reputation of our organization, we aim to resolve these issues in a much shorter time frame.

### Step 3

Although we try hard to resolve a customer's concern in the most considerate and direct manner, if you are not completely satisfied after the above steps have been attempted, you still have other avenues available to resolve the dispute. This is then managed externally and independently.

This external dispute resolution (EDR) process is available to you, at no cost. Two EDR schemes may be listed below. This indicates that the Credit Representative and their authorising Licensee are both required to be members (independently) of an ASIC approved EDR scheme. Where a Credit Representatives EDR is displayed, please contact that EDR scheme in the first instance for complaint escalation.

EDR Details	
<b>Name</b>	CIO
<b>Membership no</b>	M0039202
<b>Phone</b>	02 9273 8455
<b>Address</b>	Po Box A252 South Sydney NSW 1235

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 you enter any loan contract.



**New Choice Car Loans Pty Ltd**

**Address: 7 Poppy Way, Piara Waters WA 6112**

**Phone: 1300 853 450**

**ABN: 24 616 320 784**

**Each consent given in this document continues until withdrawn in writing.**

**Privacy Disclosure Statement and Consent**

I/We consent to you using personal, financial and credit information about me/us for the purpose of arranging or providing credit, insuring credit, and for direct marketing of products and services offered by you or any organization you are affiliated with or represent each of which may contact me/us for such a purpose including by telephone and electronically. In this document "you" means each of New Choice Car Loans, each subsidiary of New Choice Car Loans, the Appointed Credit Service Provider and their organization.

The personal information provided by me/us will be held by you. I/We can obtain a copy of New Choice Car Loans Privacy Policy at [www.newchoicecarloans.com.au](http://www.newchoicecarloans.com.au). Your privacy policy contains information about how I may access or seek correction of my personal information, how you manage that information and your complaints process. If I/we do not provide the requested personal information you may be unable to assist in arranging finance or providing other services.

You may disclose personal information about me/us to the following types of entities, some of which may be located overseas (including in USA, Canada, Malaysia, India, Ireland, the United Kingdom and the Philippines):

- persons who provide credit or other products or services to us, or to whom an application has been made for those products or services;
- financial consultants, accountants, lawyers and advisers;
- any industrial body, tribunal, court or otherwise in connection with any complaint;
- any person where you are required by law to do so;
- any of your associates, related entities or contractors (including printing/publication/mailing houses, IT service providers, cloud storage providers, lawyers/accountants);
- our referees, such as our employers, to verify information we have provided;
- any person considering acquiring an interest in your business or assets;
- any organization providing online verification of our identities.

I/We hereby authorize you to receive information from any lender about our credit affairs, and to provide any relevant real estate agent, lawyer, conveyancer, agent or person authorized by me to access my information, with details of whether finance has been approved for us, and if it has, the terms of that approval, including providing a copy of any approval letter.

I/We appoint you to provide Credit Services and authorize you to obtain our credit information (including both consumer and commercial credit reporting and eligibility information) from a credit reporting body on our behalf. You are authorized to use that information to assist you to provide services, including credit assistance, to me/us and to assist me/us to apply for credit.

**Receiving Information Electronically**

I/We consent to receiving credit assistance documentation and loan application information electronically. I/We acknowledge and agree that paper documents may no longer be given, electronic communications must be regularly checked for documents and this consent to receive electronic communications may be withdrawn at any time.